CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

Table of Contents

Quality Control Unit Overview

- QC Unit is managed by Public Health

- QC reviews Active and CAPERS Findings

- QC Specialist review cases based on state and federal regulations

- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.

- A subsample of each month's cases are reviewed by FNS.

- SNAP actions that are reviewed by QC and the QC-PAS are:
  - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
  - SNAP CAPERS- are reviews of the processing status for which households were denied or terminated.
  - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
    - ***The most current training materials are uploaded on SharePoint under Training Tools by Topic.***
- PAS are now using the NEARS 3 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
    - Supplemental Nutrition Assistance Program (SNAP)
    - SNAP Timeliness
    - Child Care
    - Aid to Dependent Children (ADC)
    - Assistance to Aged, Blind, or Disabled Payment (AABD)
    - Low-Income Home Energy Assistance Program (LIHEAP)
    - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
    - Interviewing
    - Processing
    - Change Management
   - Phone Observations

CHAPTER 2: FEDERAL REPORTING

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

Goal Statement: SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.
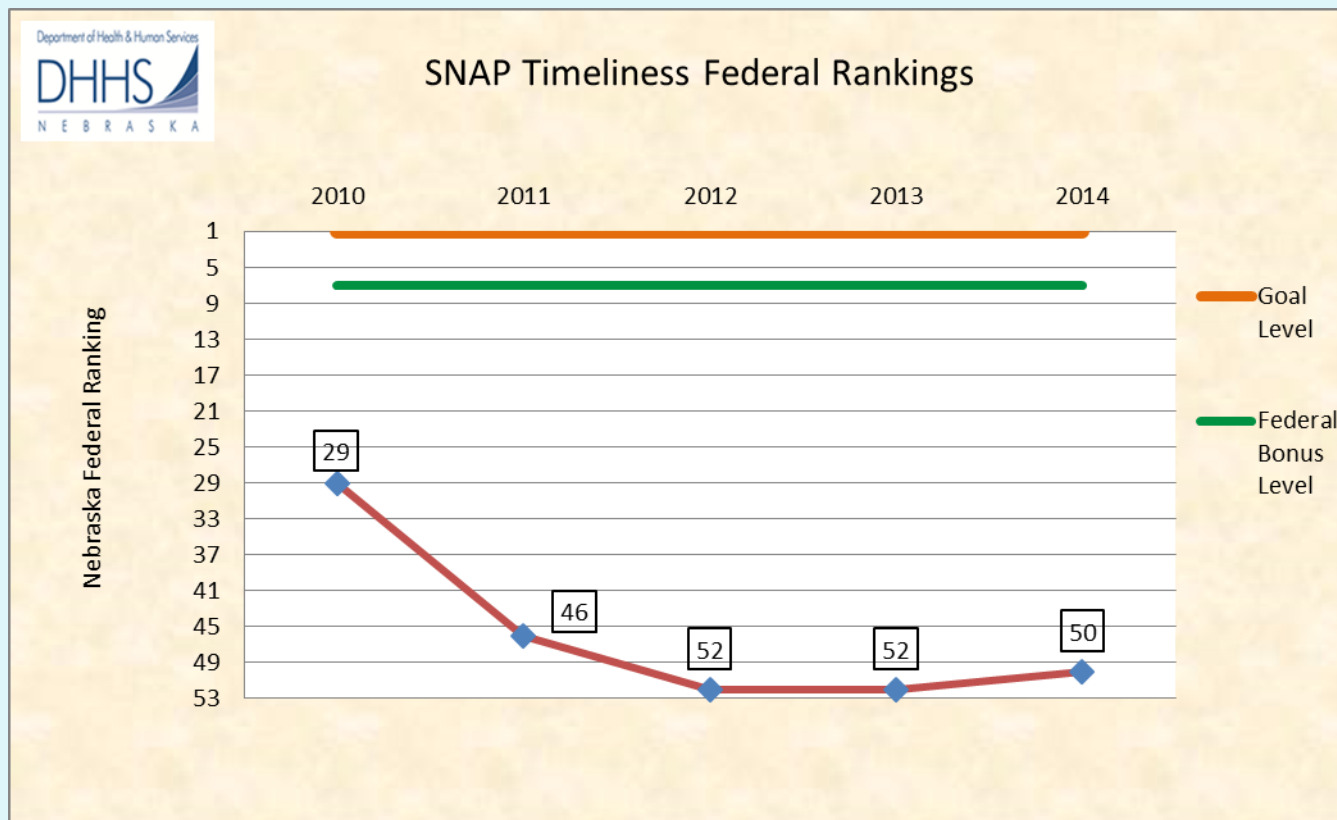
Quarterly 6-month timeliness report (April 2014 to September 2014)

Most Current Information Updated: 02/2015.

Timeliness Rankings are released Quarterly.

Timeliness: measured from application receipt date for when benefits are administered and in the customers hands.

Active Findings

Strengths/Accomplishments:

Action Items:

Barriers:
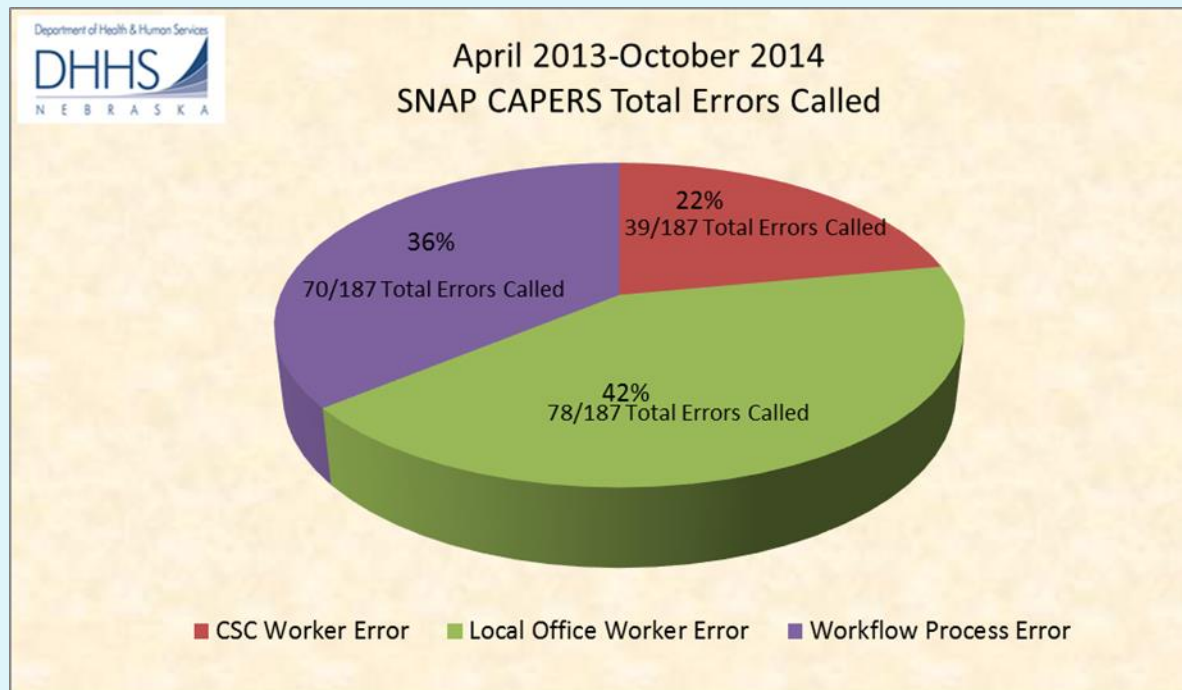
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.
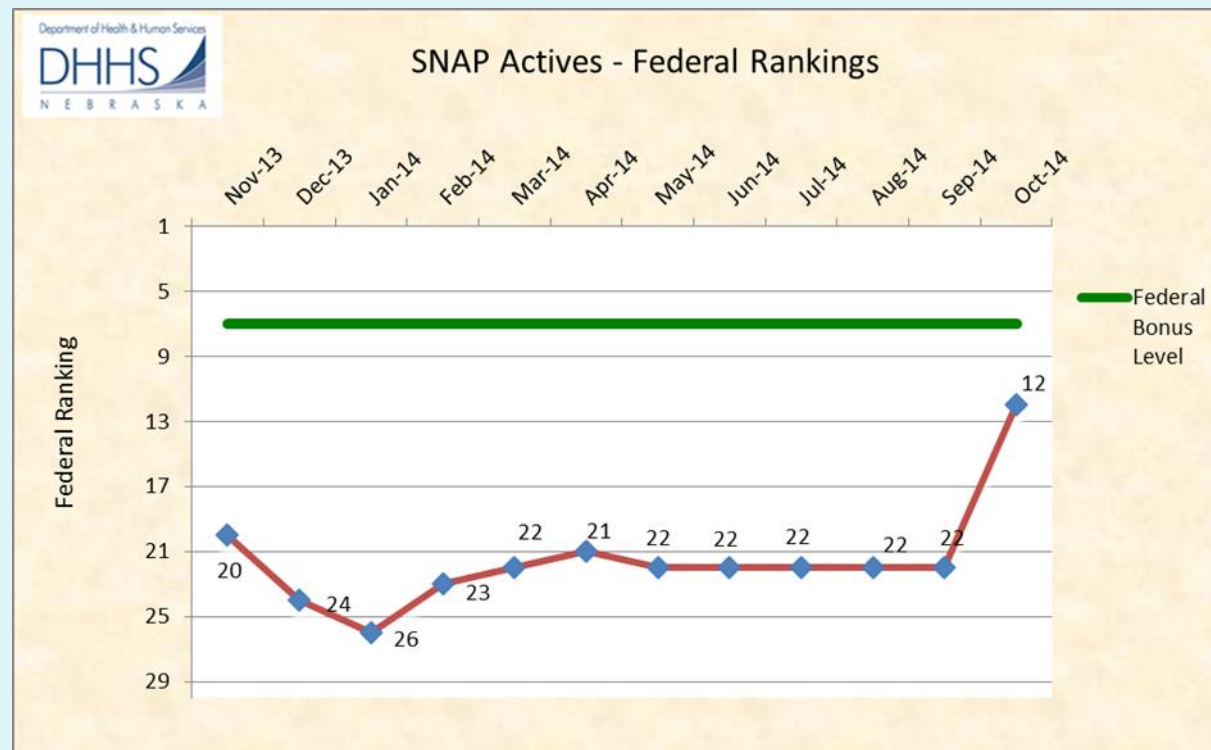
The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 11/2013 to 10/2014.

Updated: 4/2015.

Active Errors

April 2013-November 2014
SNAP Actives Total Errors Called

16% 13/82 Total Errors Called
18% 15/82 Total Errors Called
26% 21/82 Total Errors Called
40% 33/82 Total Errors Called

- Client Caused Error
- CSC Worker Error
- Local Office Worker Error
- Workflow Process Error
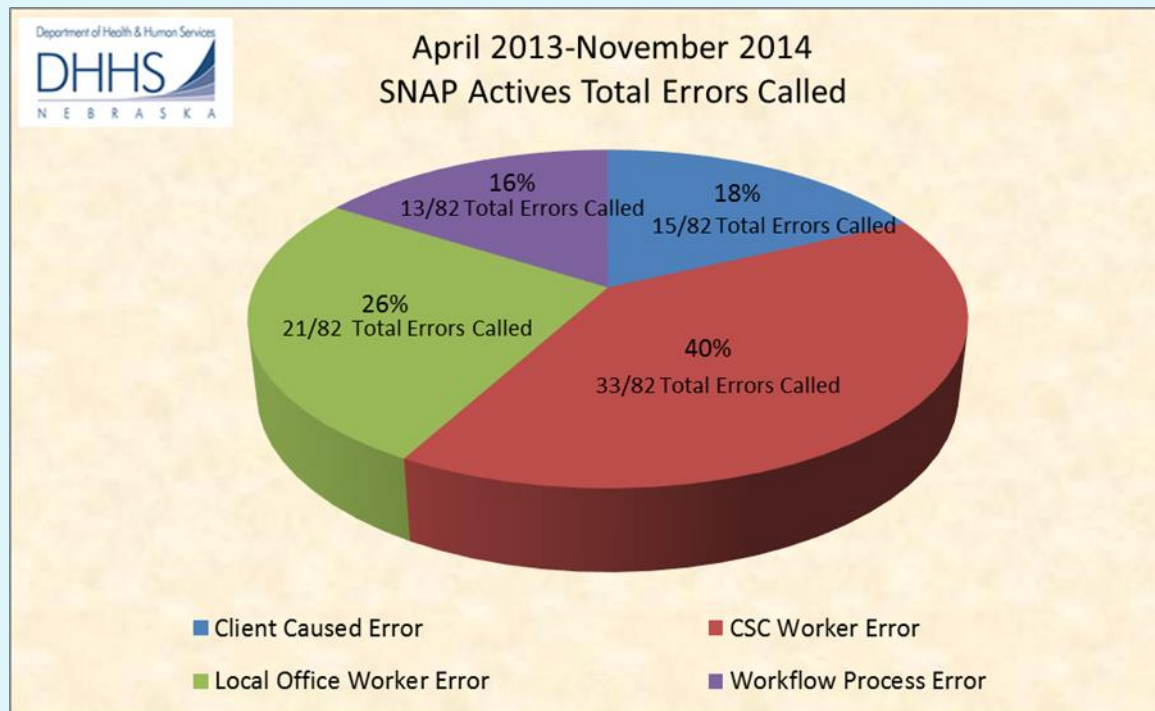
CSC Most Frequently Cited Errors
Earned Income not updated/budgeted incorrectly– 9
Unearned Income not updated/budgeted incorrectly– 6
Household Composition Incorrect – 7

Local Office Most Frequently Cited Errors
Earned Income not updated/budgeted incorrectly – 7
Unearned Income not updated/budgeted incorrectly – 5
Shelter/Utility Expenses not updated/incorrect used in budgets - 3

The above chart and cited information: Represents where the Active Errors occurred and the
top errors found.

CAPERS Findings

Strengths/Accomplishments:

Barriers:

Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.

The above chart: Shows a comparison of CAPERS rankings for 11/2013 to 10/2014.

Updated: 4/2015.

CAPERS

The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

CHAPTER 3: STATE REPORTING

Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

Total Applications Received
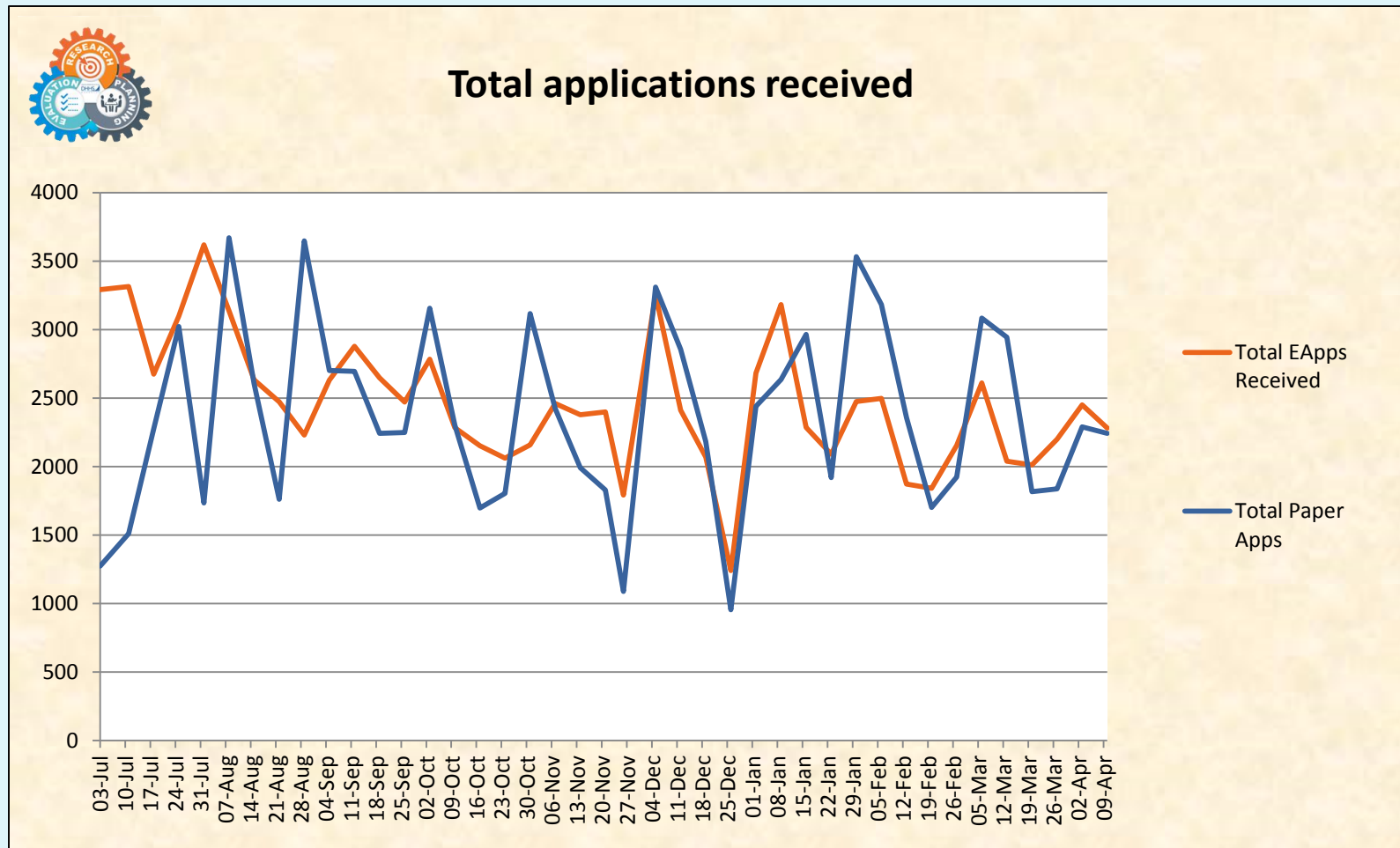
Electronic Applications to be Tied
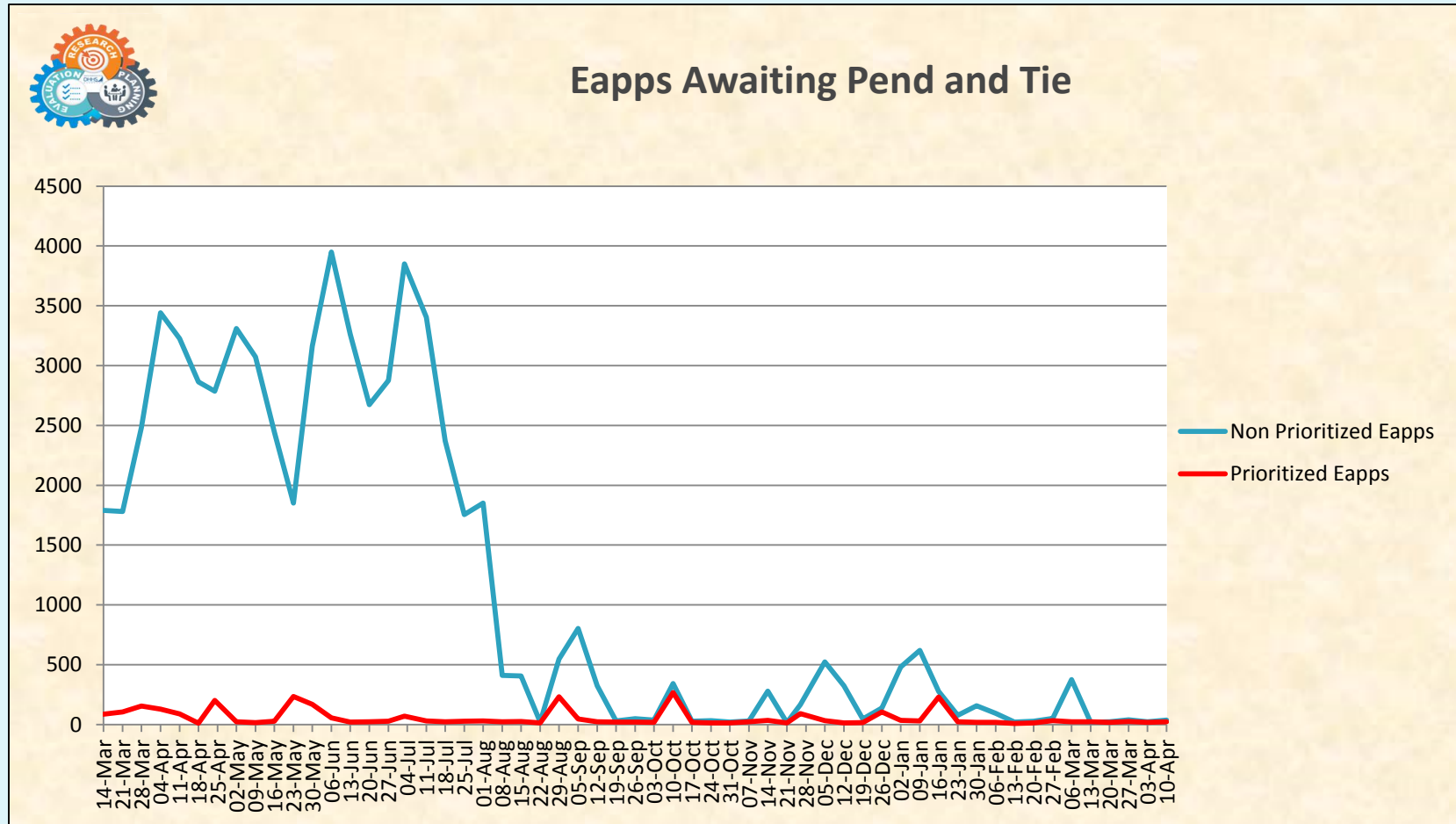
Total Work in Progress

Definition: Total Work in Progress is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.
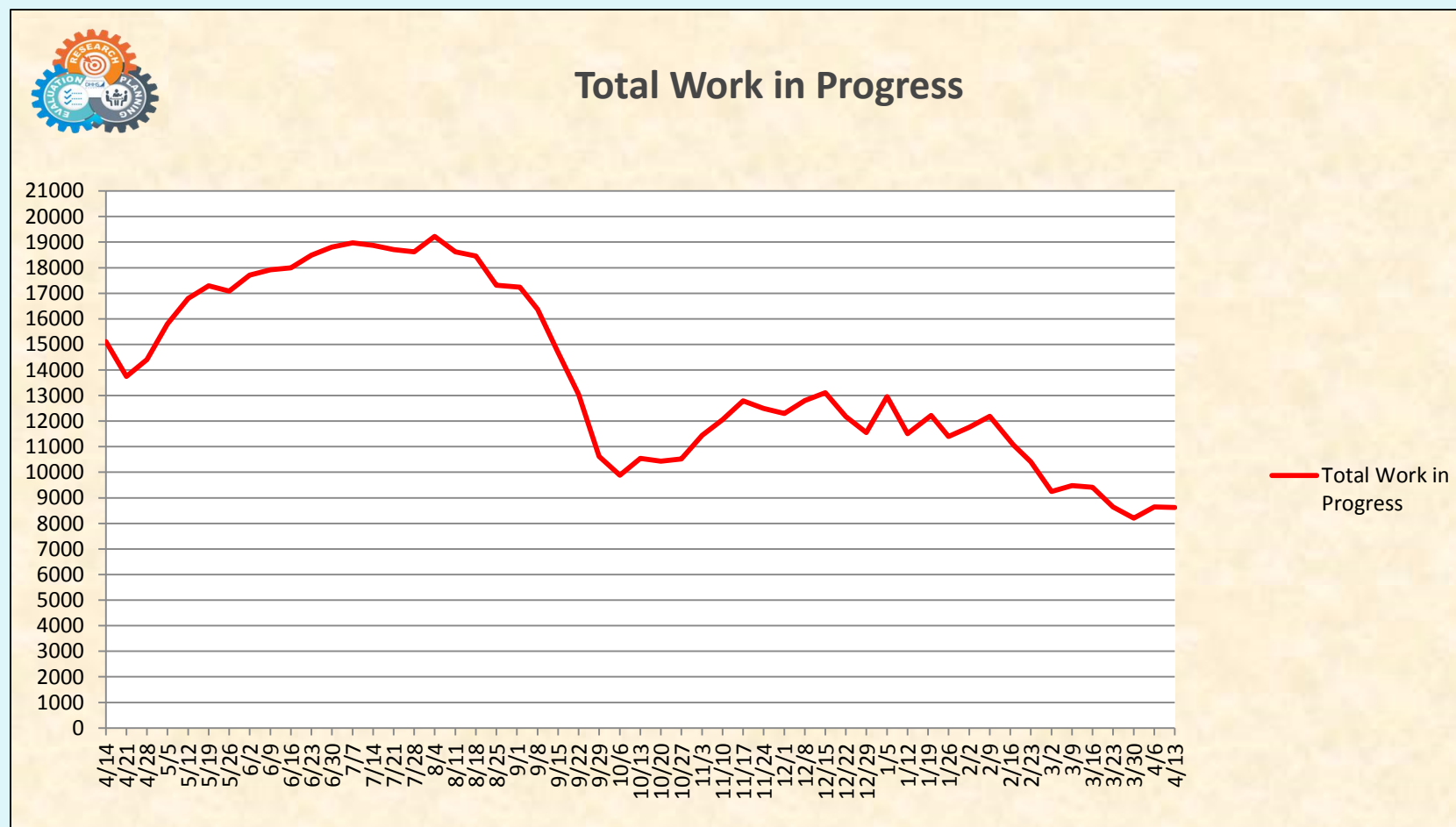
Work in Progress by Programs

Definition: Work in Progress by Programs is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.

Work in Progress by Program
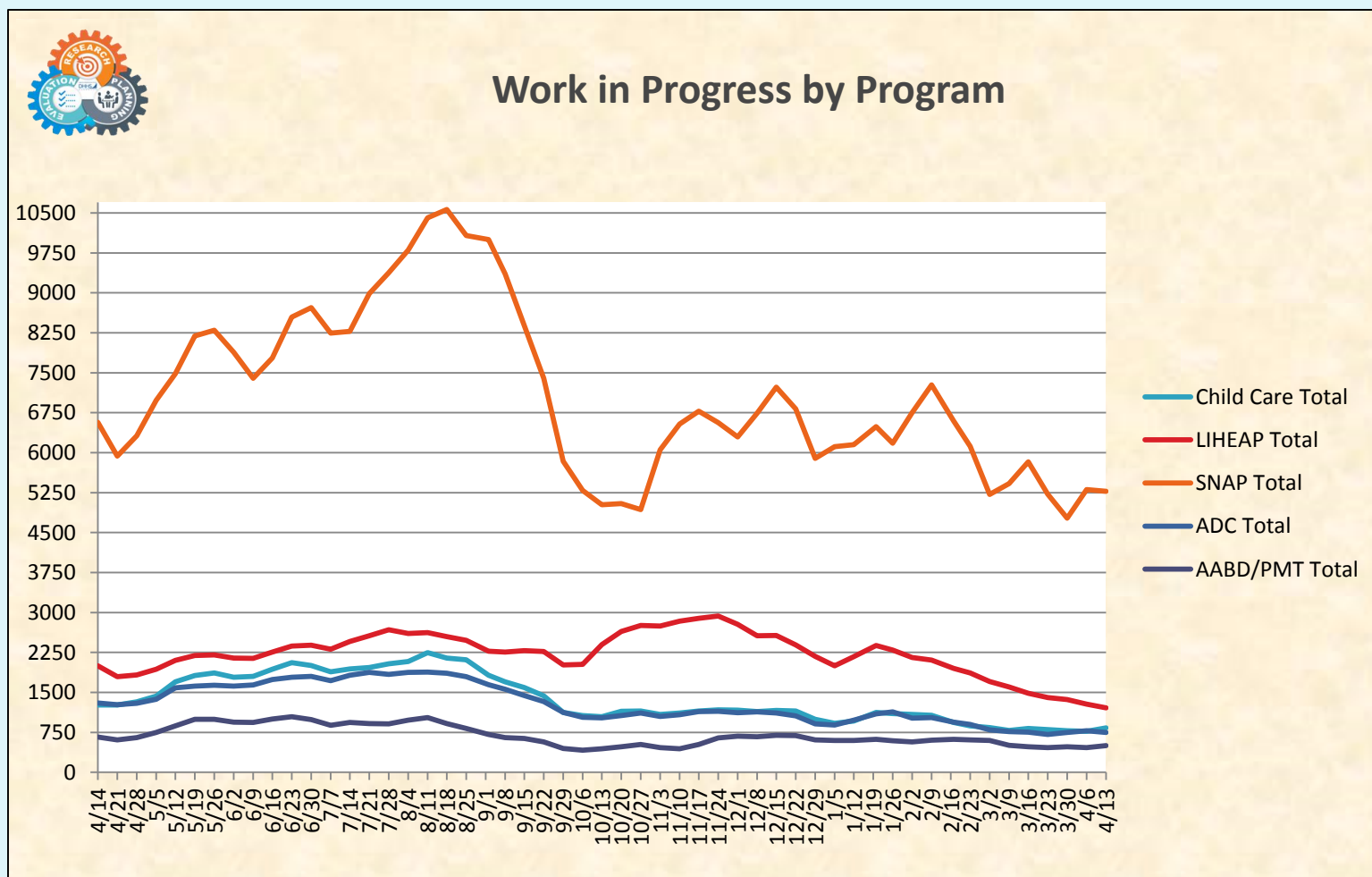
Backlog of Pending Program Cases over 30 days

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.
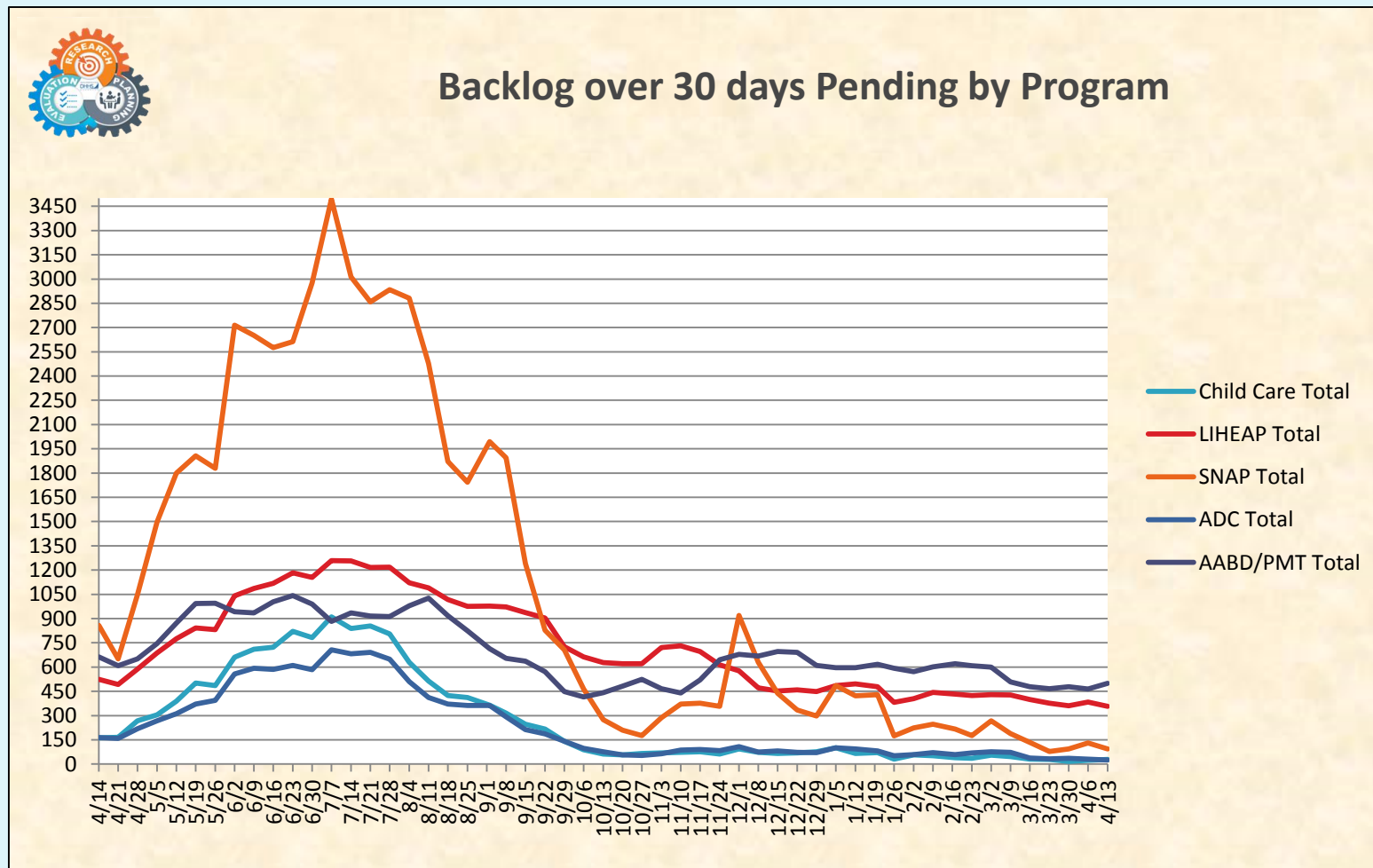
Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.

Expedited SNAP Cases Pending more than 7 days
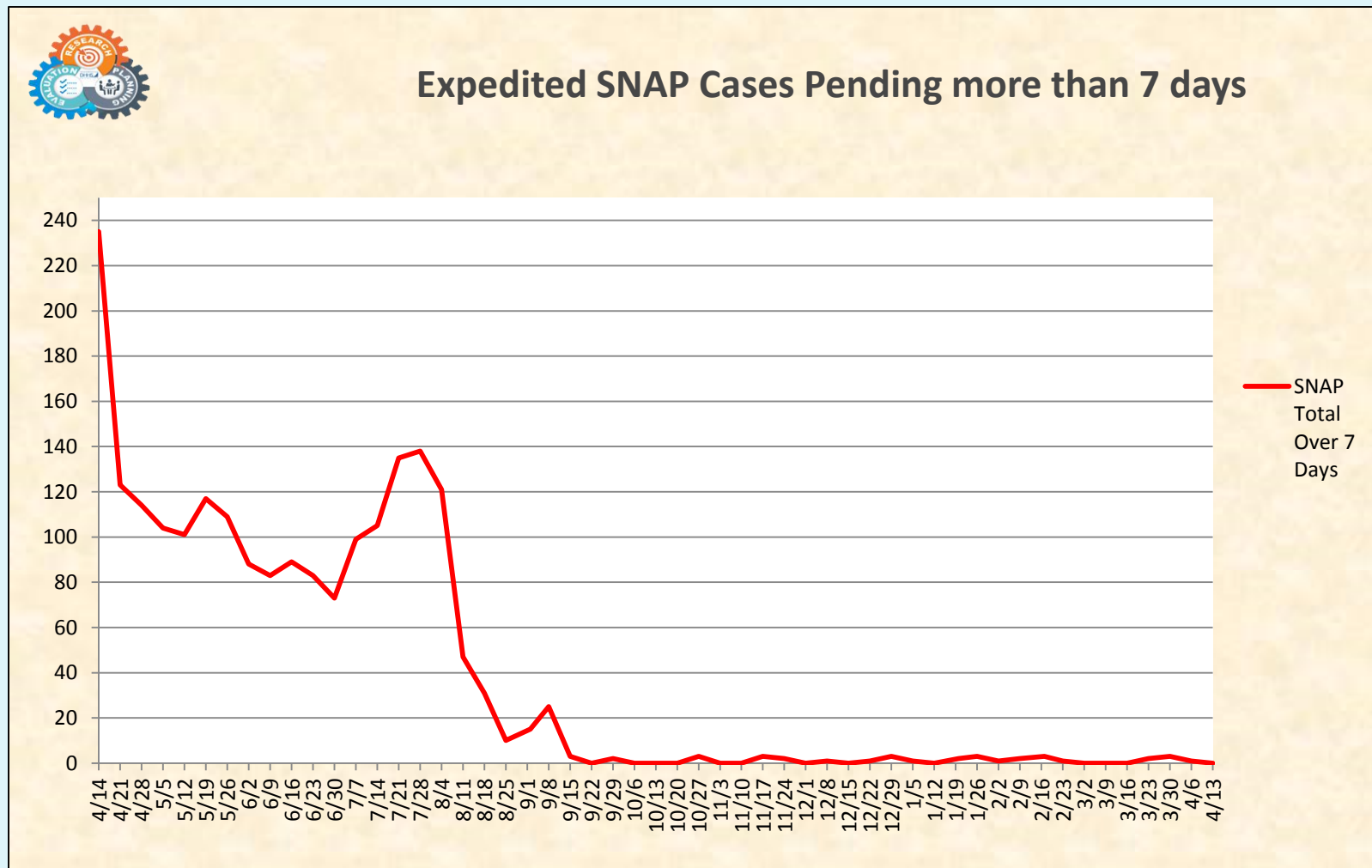
SNAP: Timeliness

Strengths/Accomplishments:

Action Items:

- Sam is researching discrepancy between state and federal policy. This may affect a current coding program.

Barriers:

- TurboTax applications are being accepted into the state according to FNS but all of the needed information is not on the application. FNS will be addressing a long term solution in the near future.

SNAP Timeliness Percentage

Legend: Total Timeliness, Goal

SNAP Timeliness Percentage

Legend: Exp Initial Applications, Non-Exp Initial Applications, Recert Applications, Goal
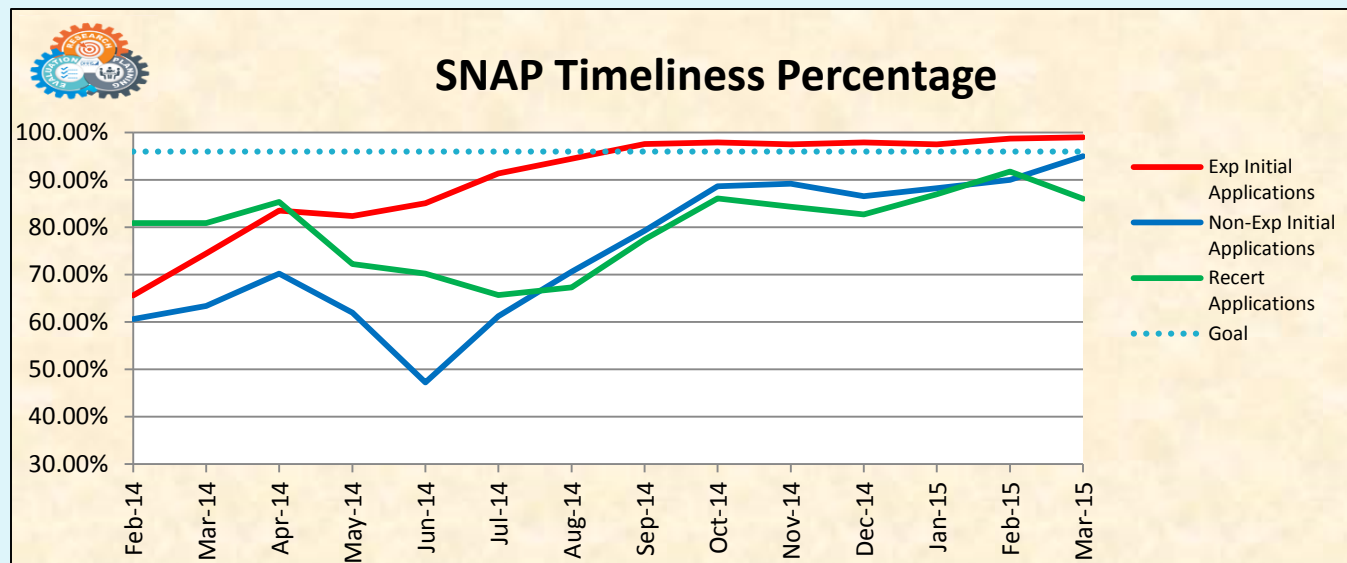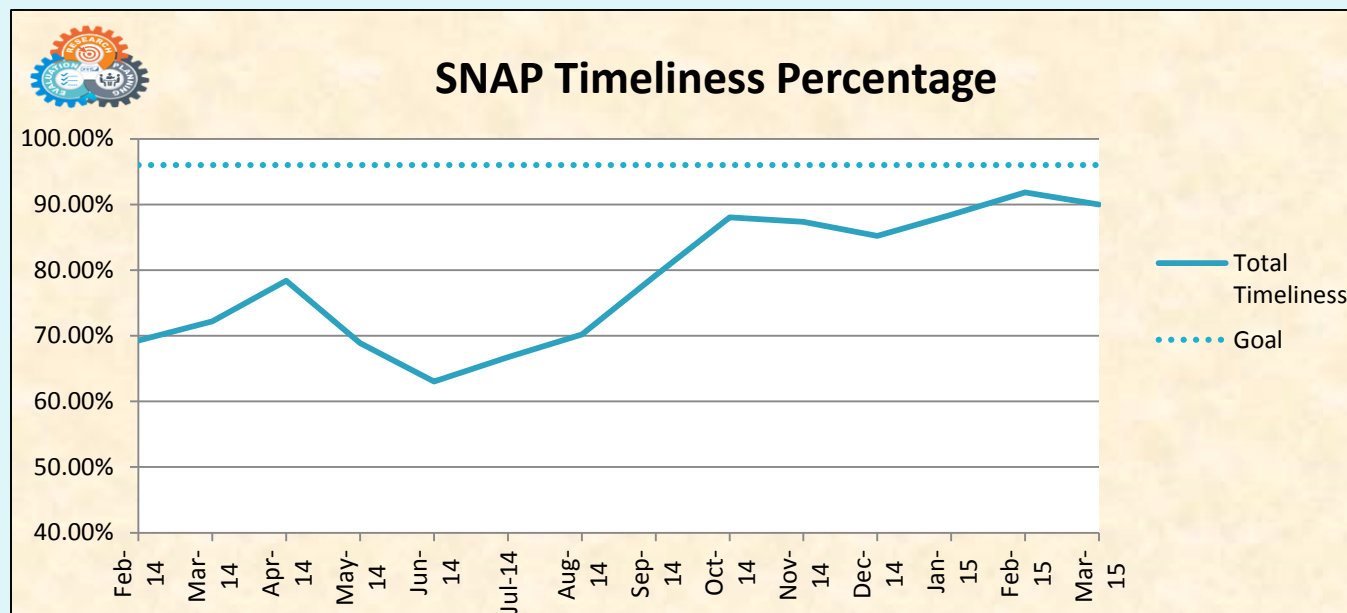
SNAP: Timeliness

Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.

SNAP: Timeliness

Strengths/Accomplishments:

Action Items:

Barriers:

SNAP Timeliness Case Reads Completed

SNAP Timeliness - Benefit Availability
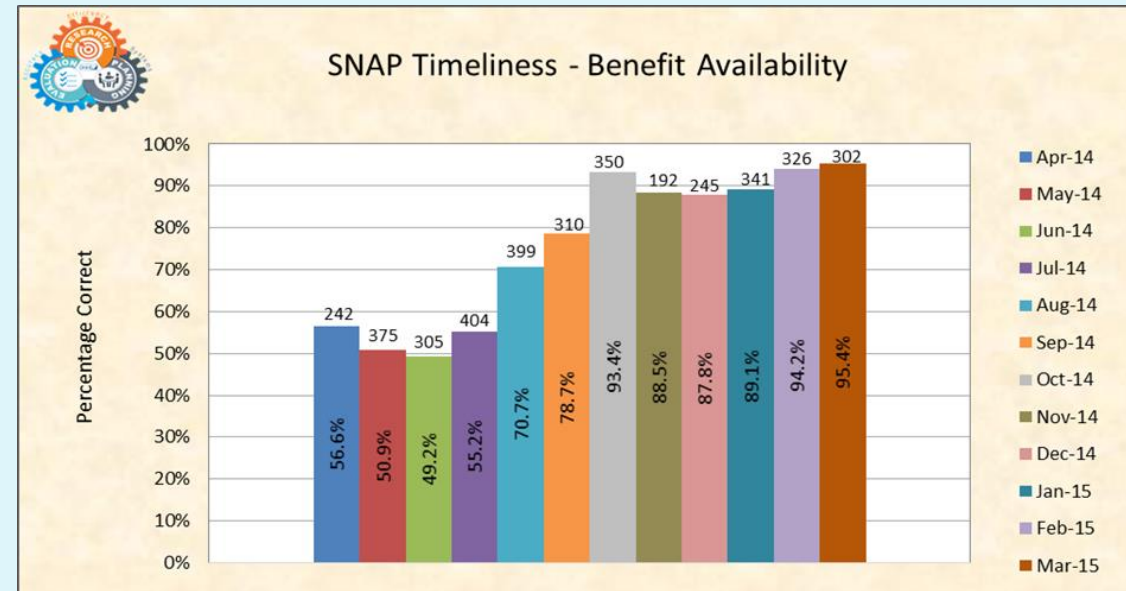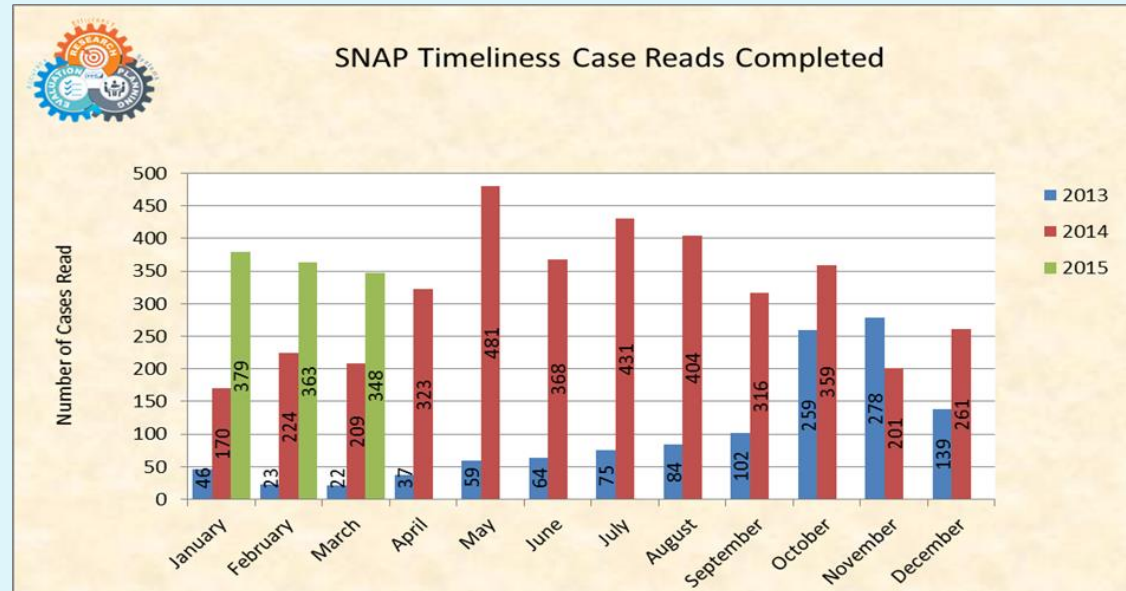
SNAP: Timeliness

All Programs Reviewed

Overal Case Accuracy - All Programs/All Functions Per Administrative Team

Overall Case Accuracy - Top 10 Supervisory Teams All Programs/All Functions
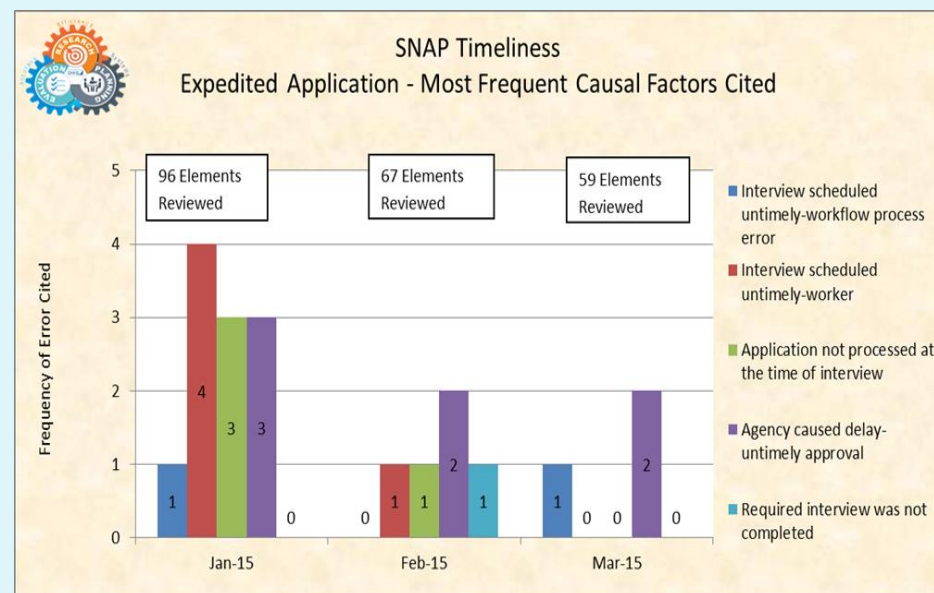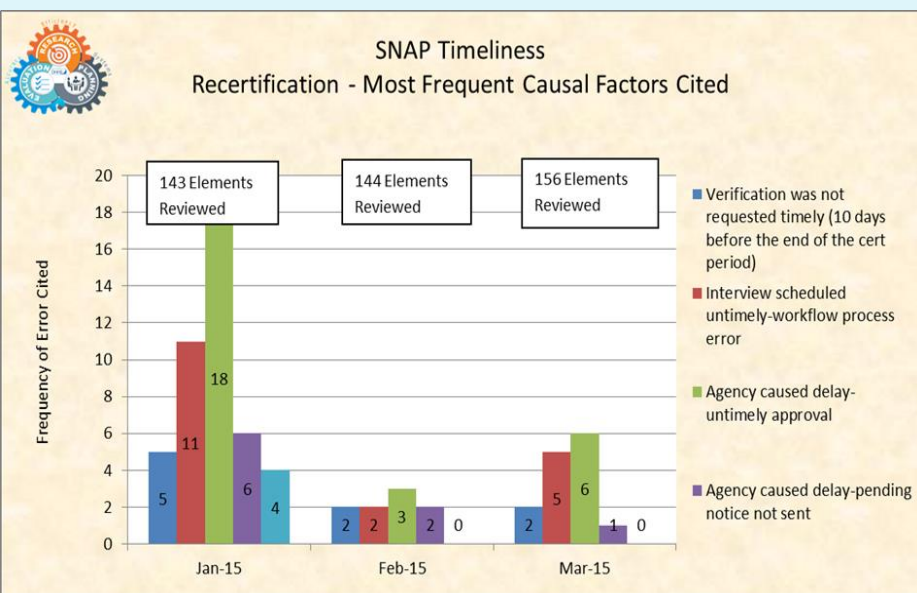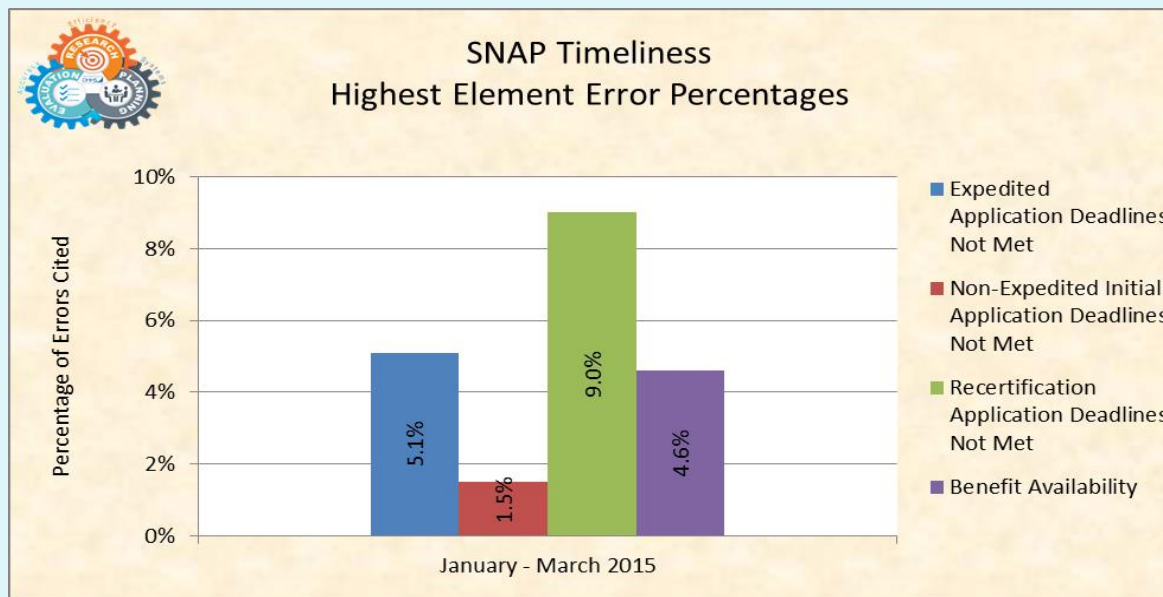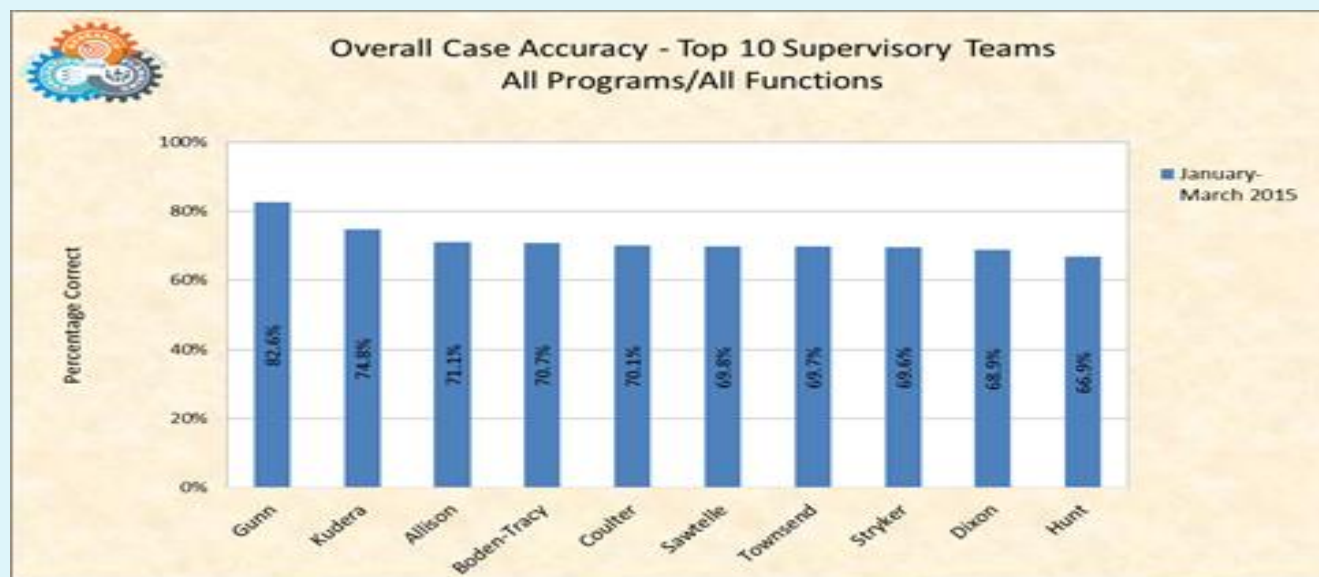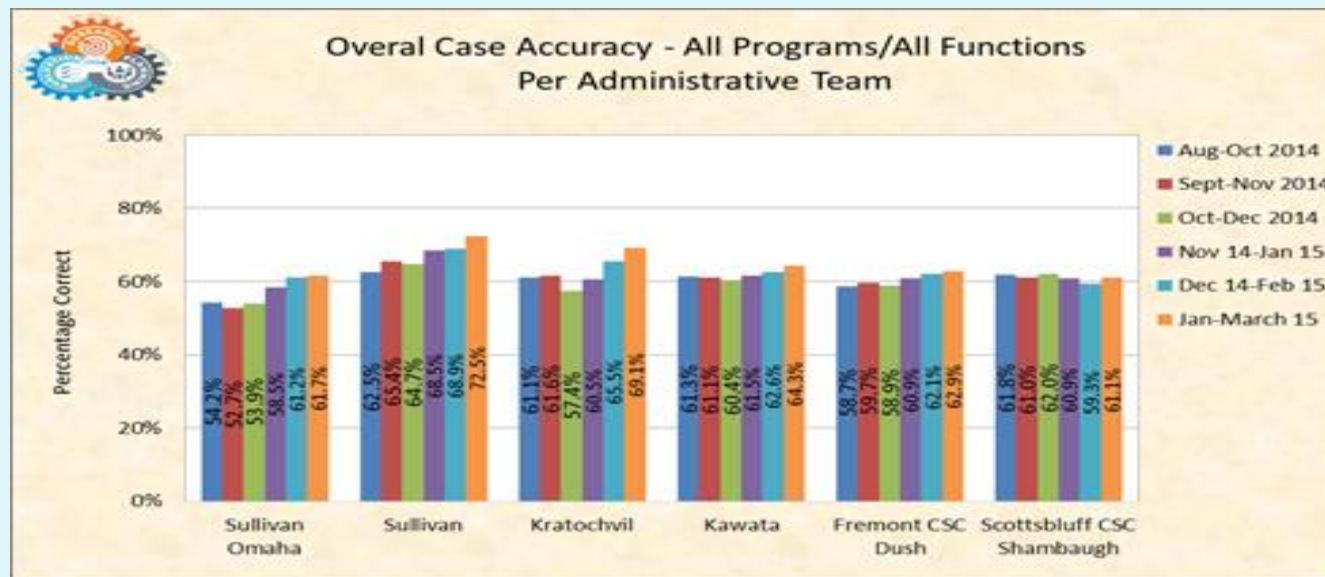
All Programs Reviewed
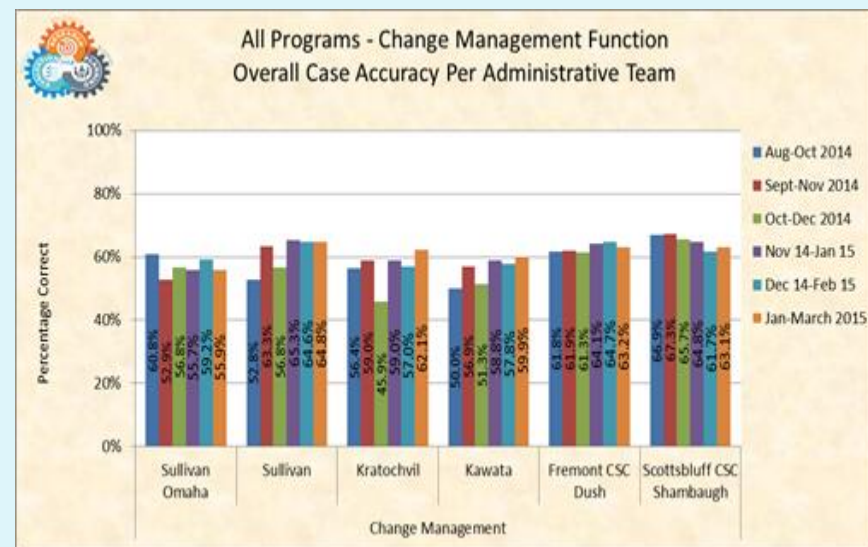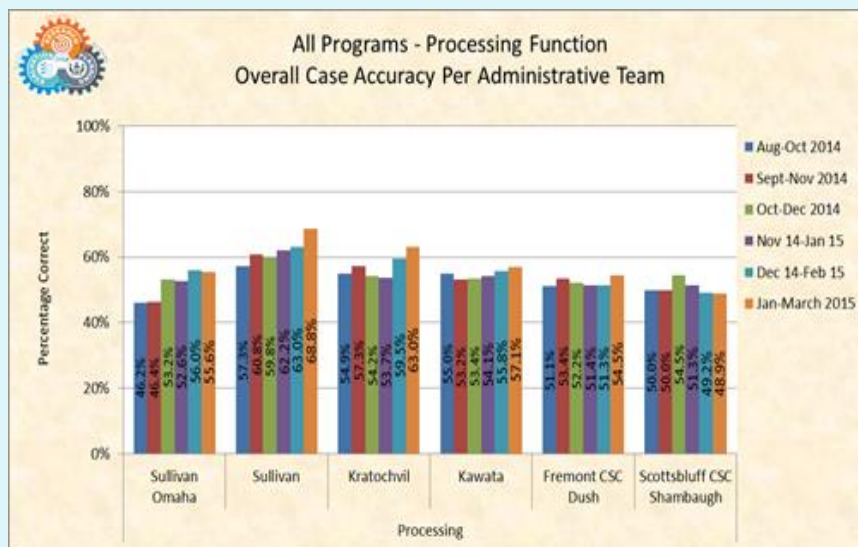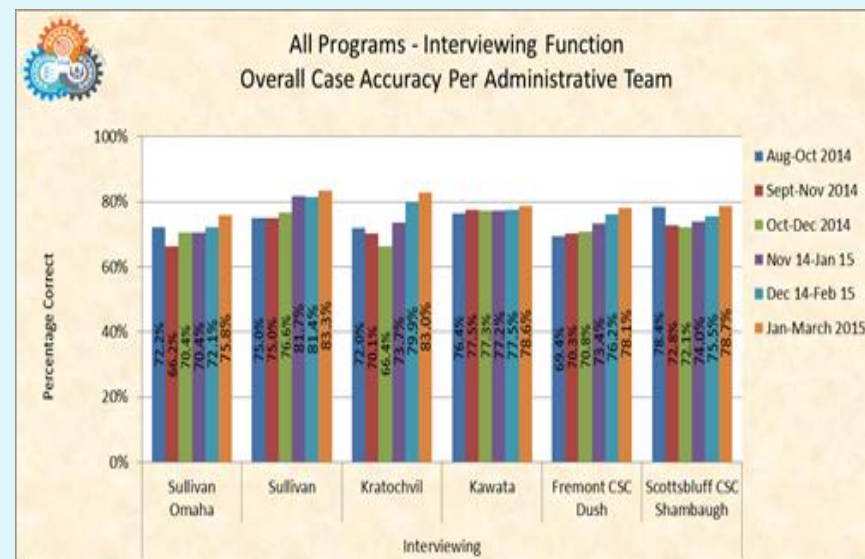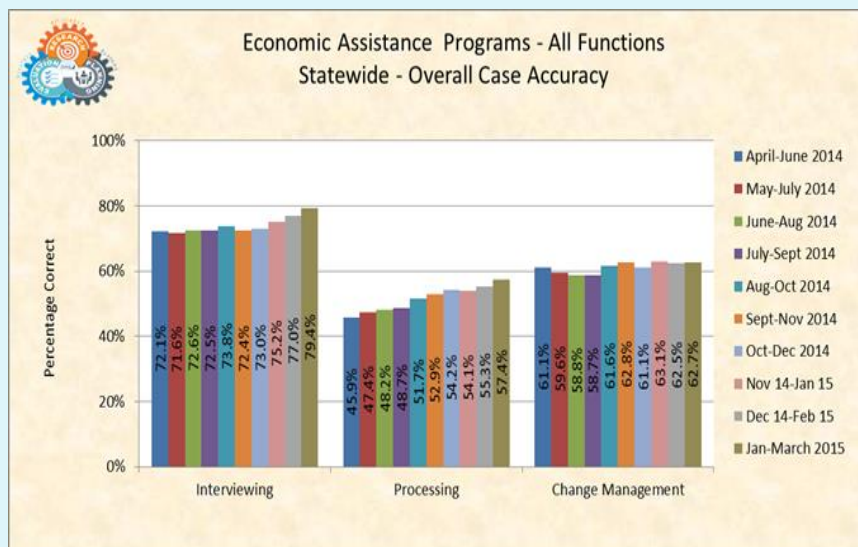
Focus on Key Errors
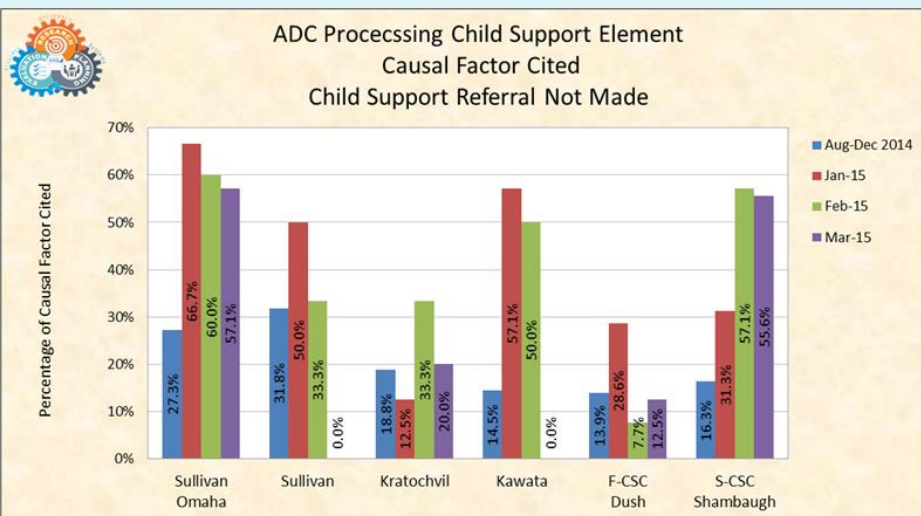
January-Focus on Key Errors

February-Focus on Key Errors

April-Focus on Key Errors

All-Star Focus
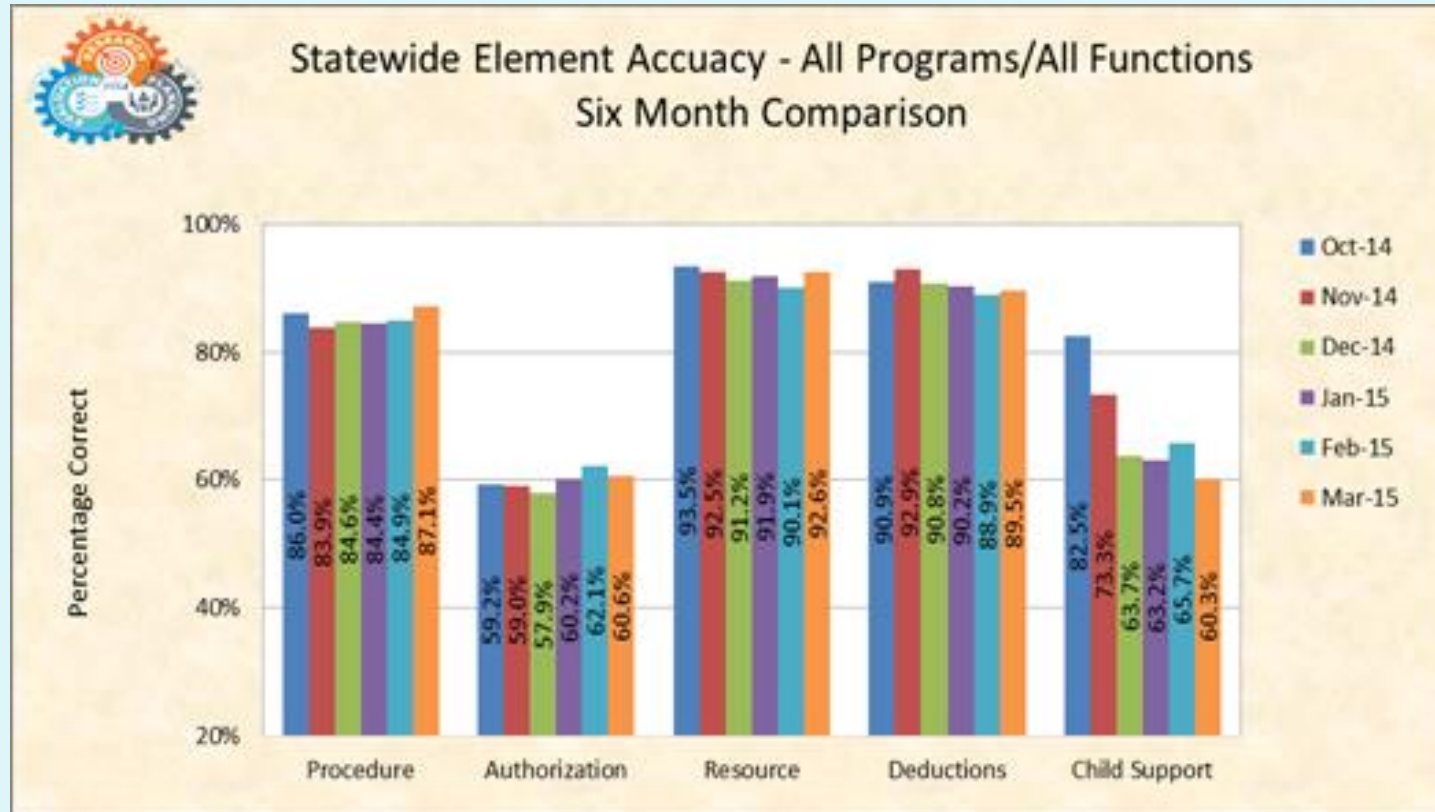
Child Support Element Accuracy - All Programs/All Functions
Six Month Comparison Per Administrative Team

ADC Procecssing Child Support Element
Causal Factor Cited
Child Support Referral Not Made

Child Care Processing Child Support Element
Causal Factor Cited
Child Support Referral Not Made
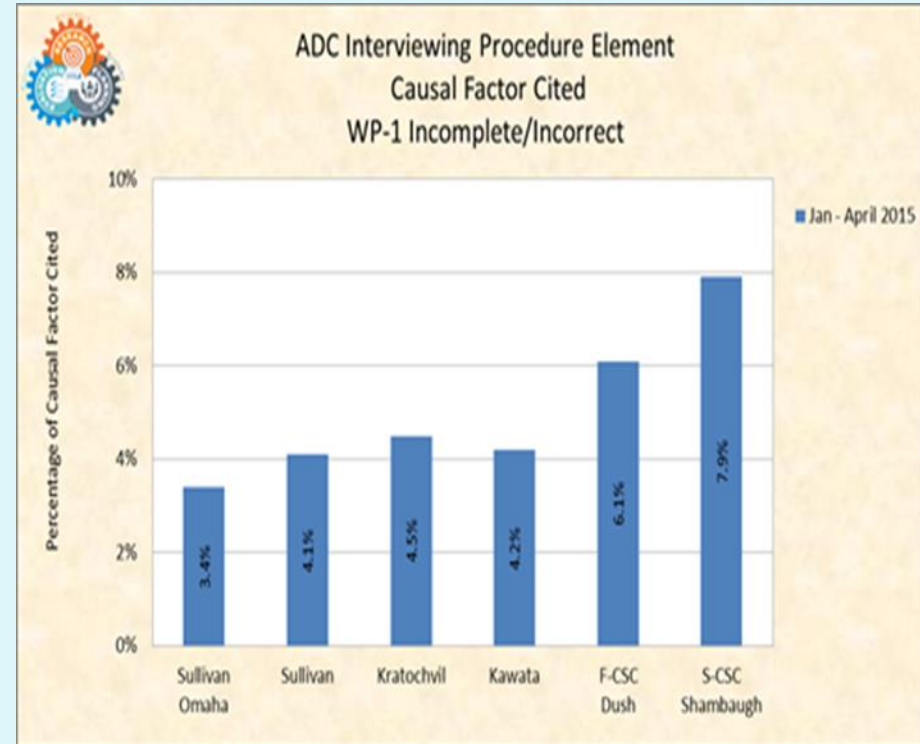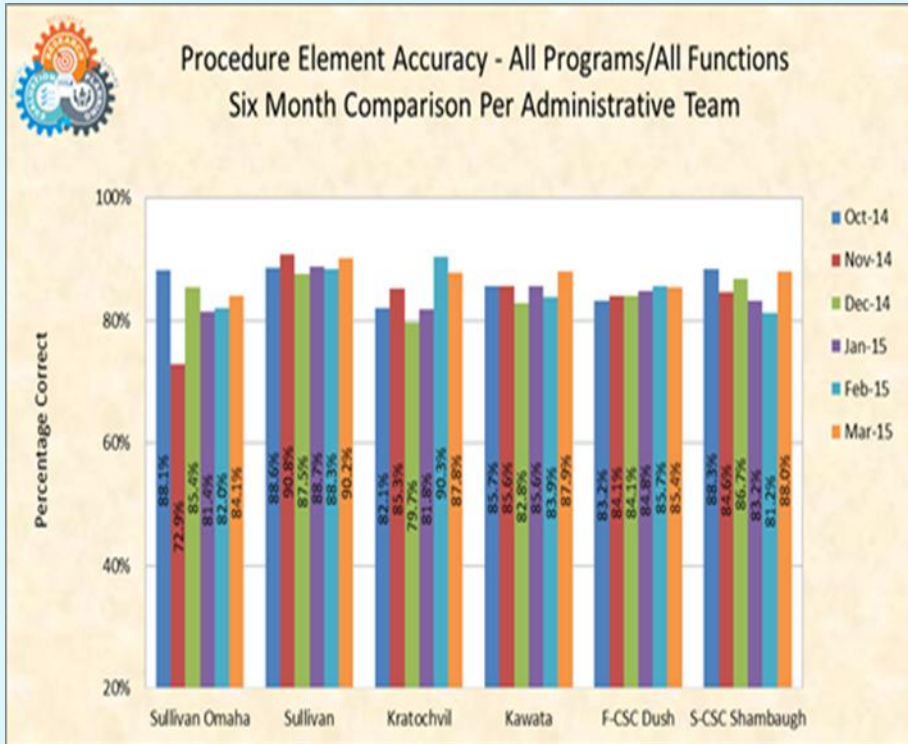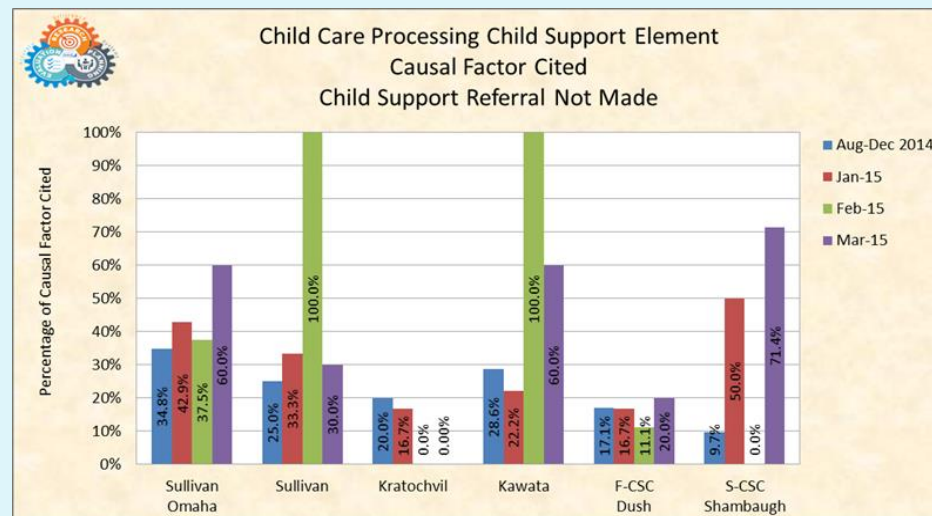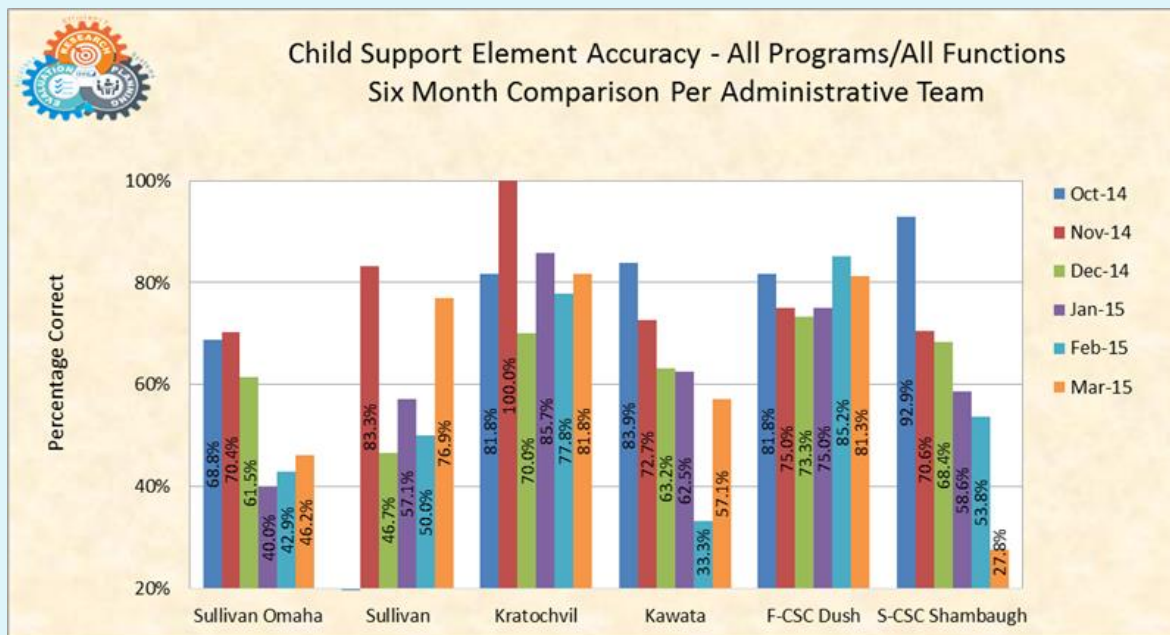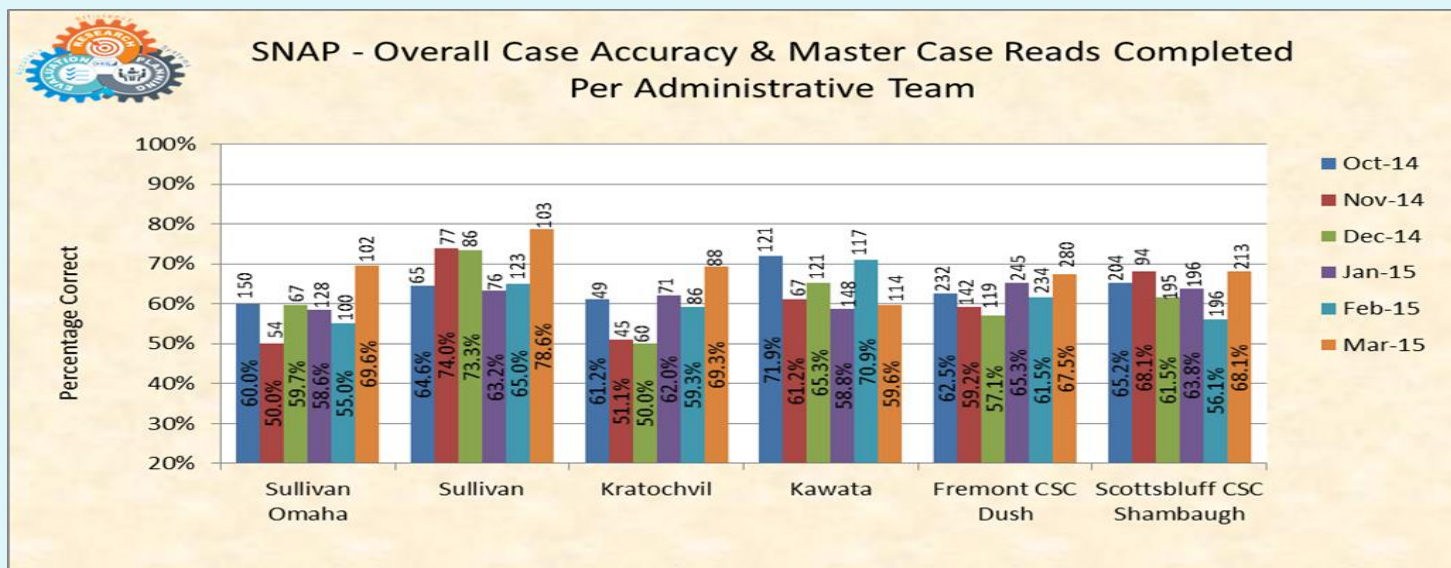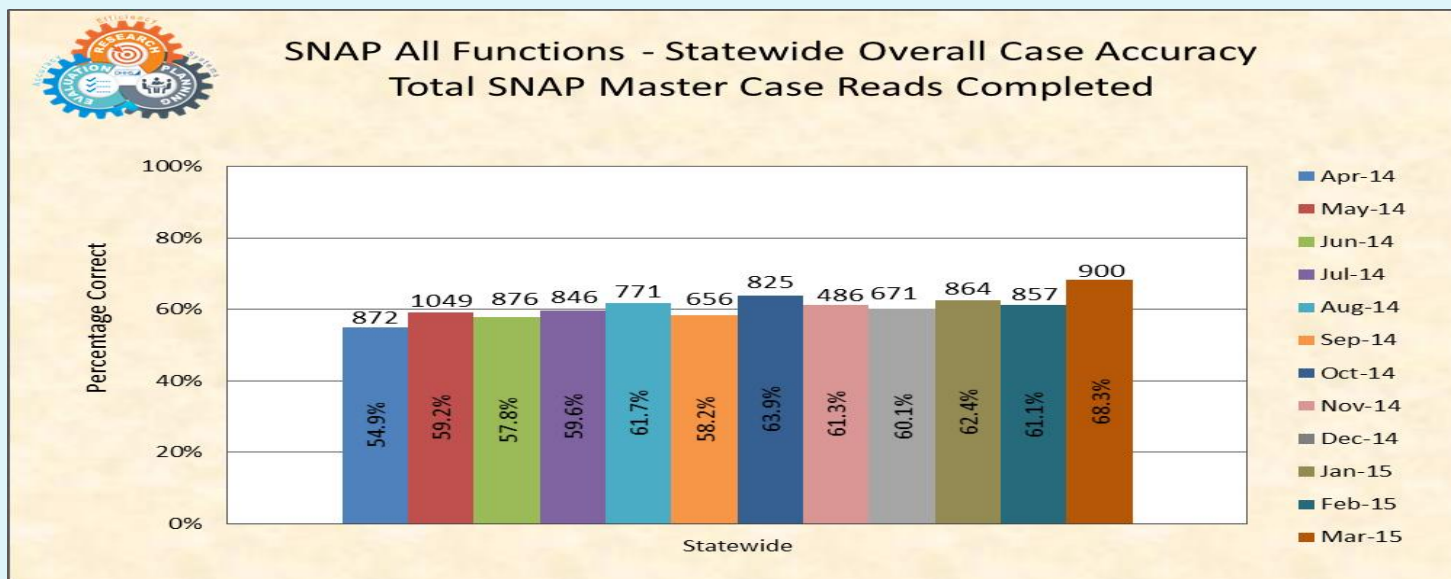
SNAP Accuracy

SNAP Interviewing Program Case Reads
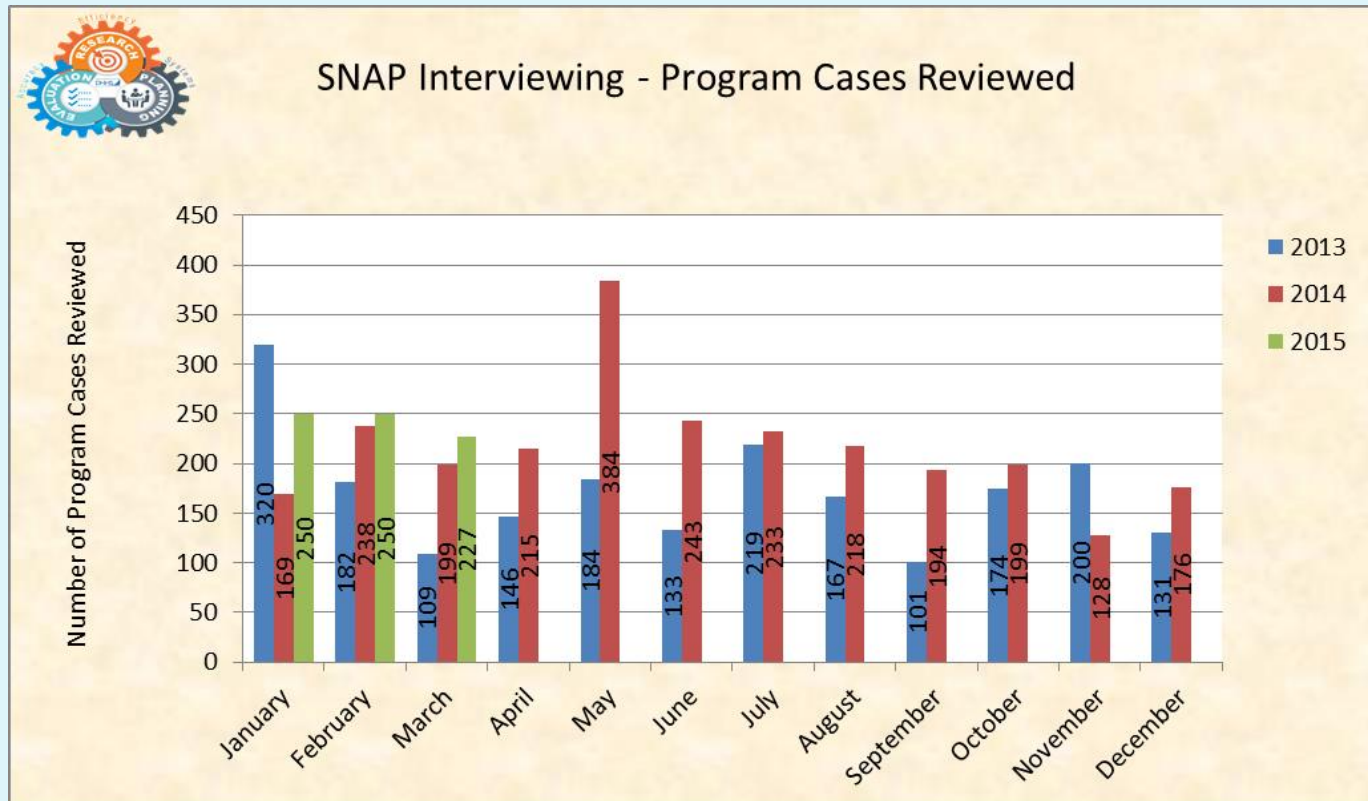
SNAP: Interviewing

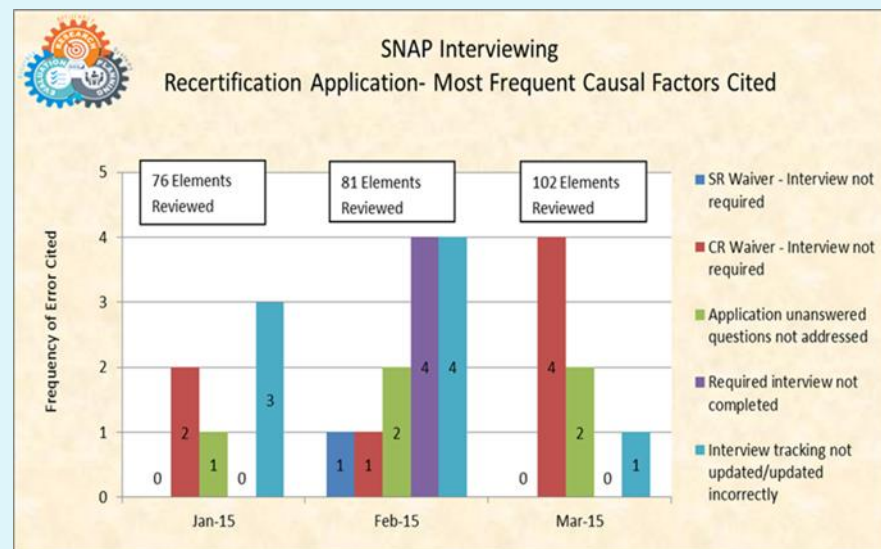**Strengths/Accomplishments:**
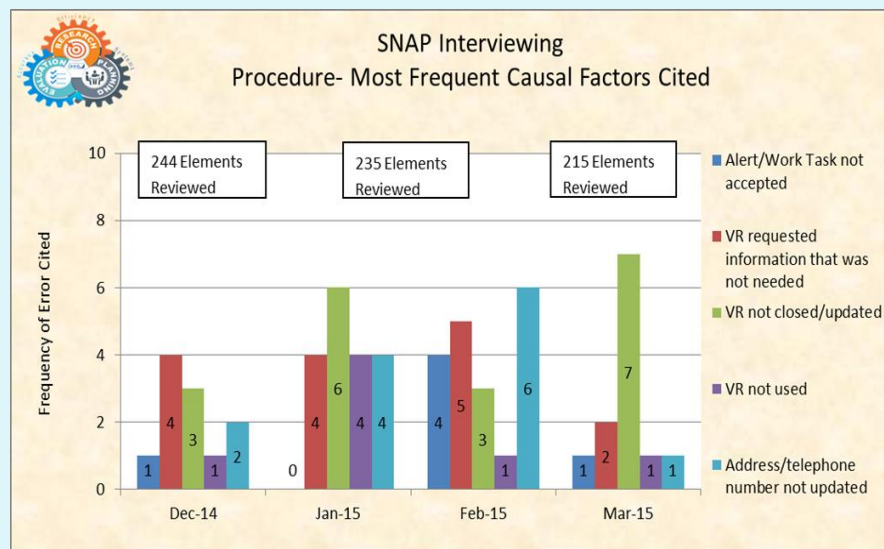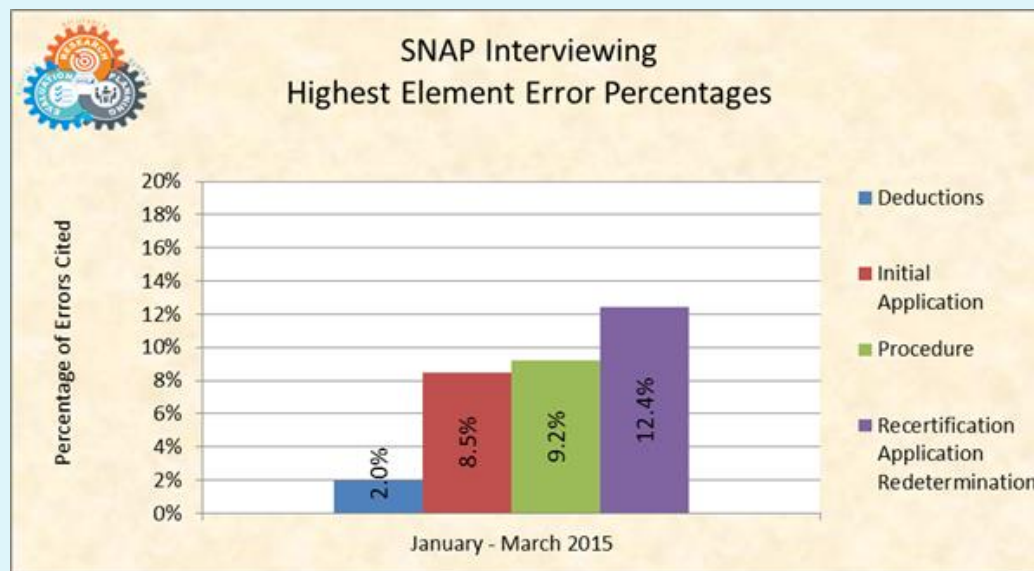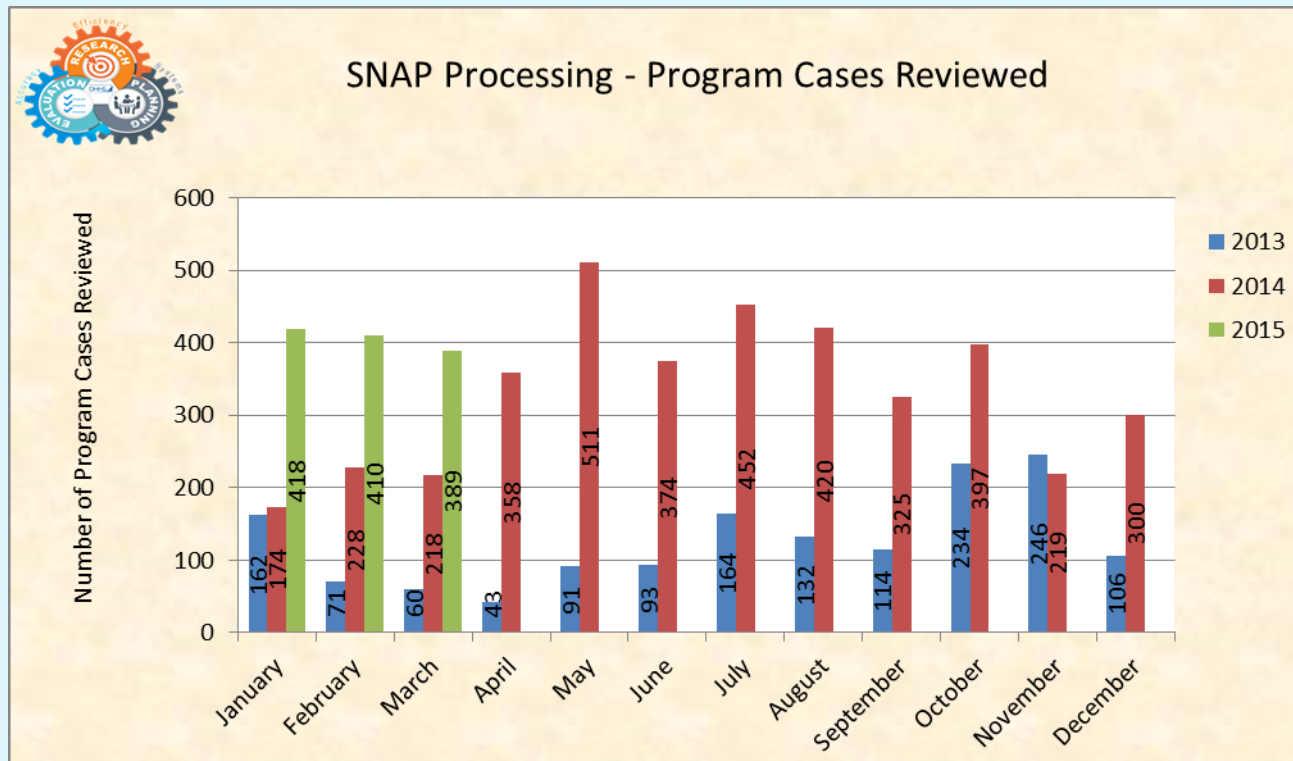R.E.P. Released:

1. EBT Cards: 4/6/2015

Action Items:

Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Internal Review - SNAP Interviewing
Overall Case Accuracy Comparison

Internal Review - SNAP Interviewing
Overall Element Accuracy Comparison

SNAP: Interviewing

SNAP Interviewing
Highest Element Error Percentages

SNAP Interviewing
Procedure- Most Frequent Causal Factors Cited

SNAP Interviewing
Recertification Application- Most Frequent Causal Factors Cited
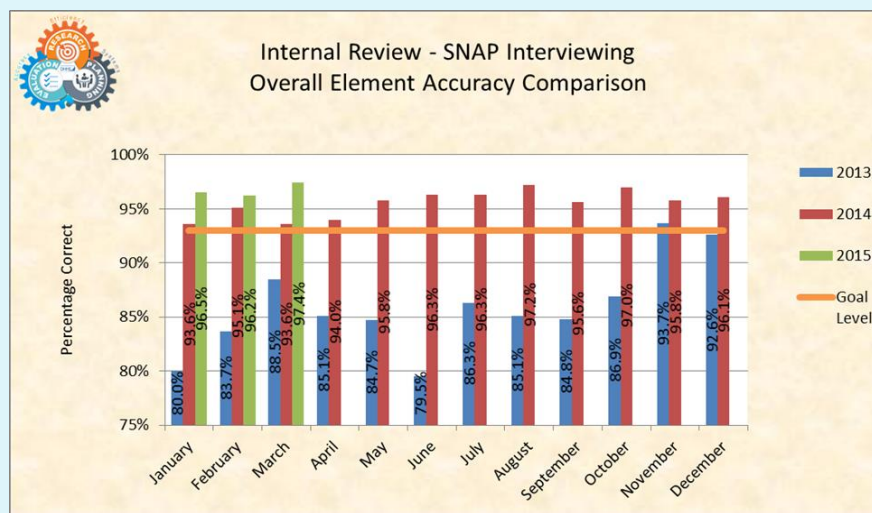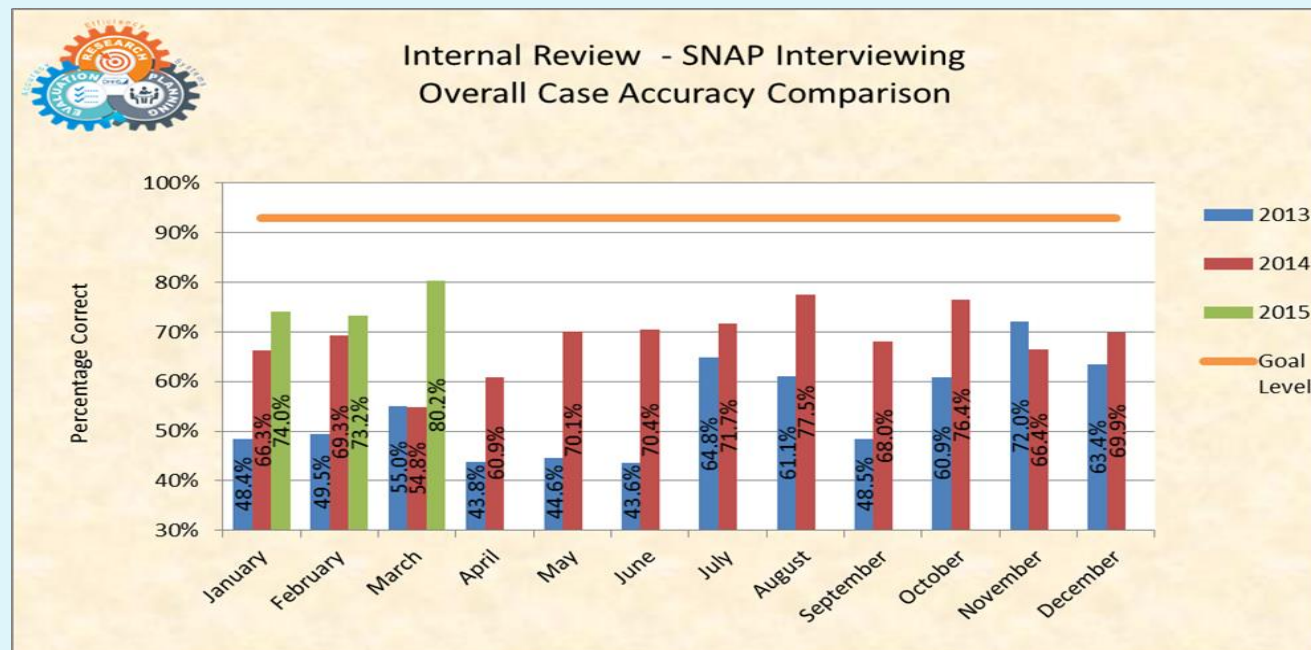
SNAP Processing Program Case Reads

SNAP Processing - Program Cases Reviewed

SNAP: Processing

Strengths/Accomplishments:
R.E.P. Released:
1. EBT Cards: 4/6/2015
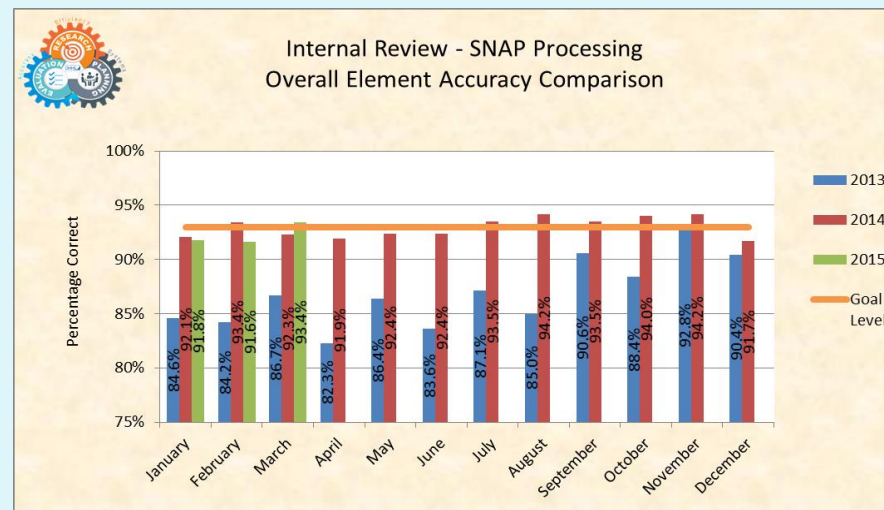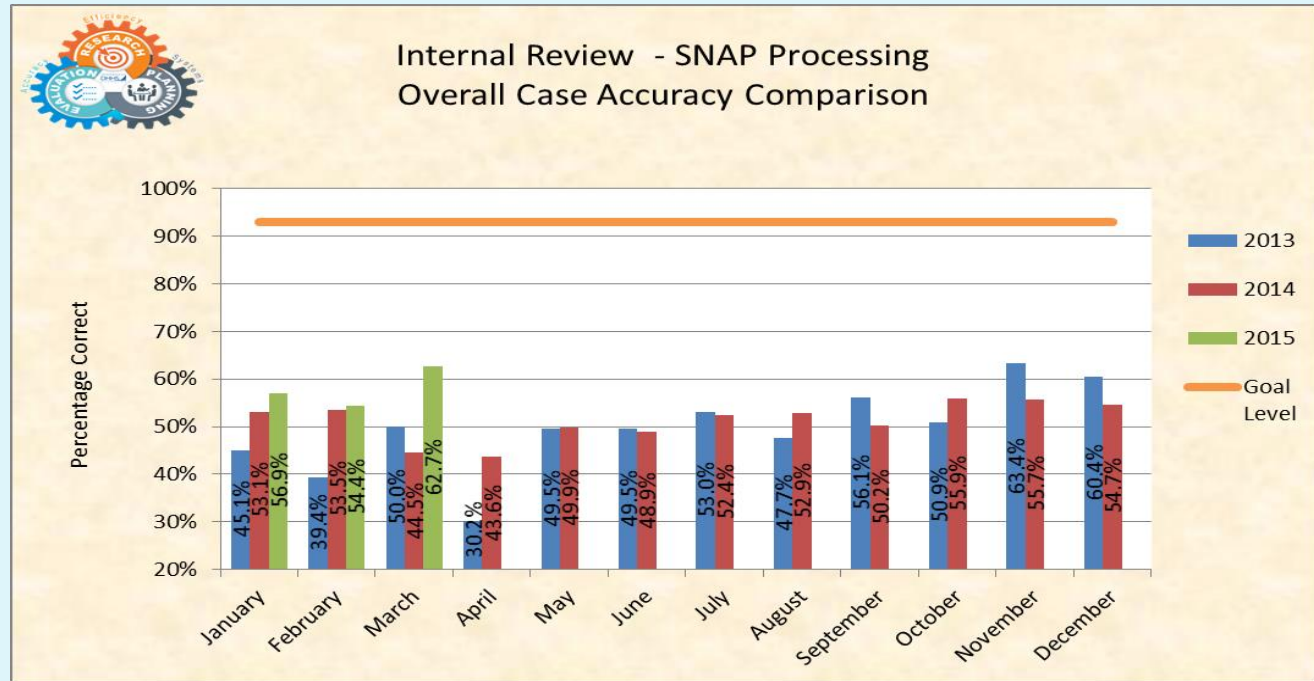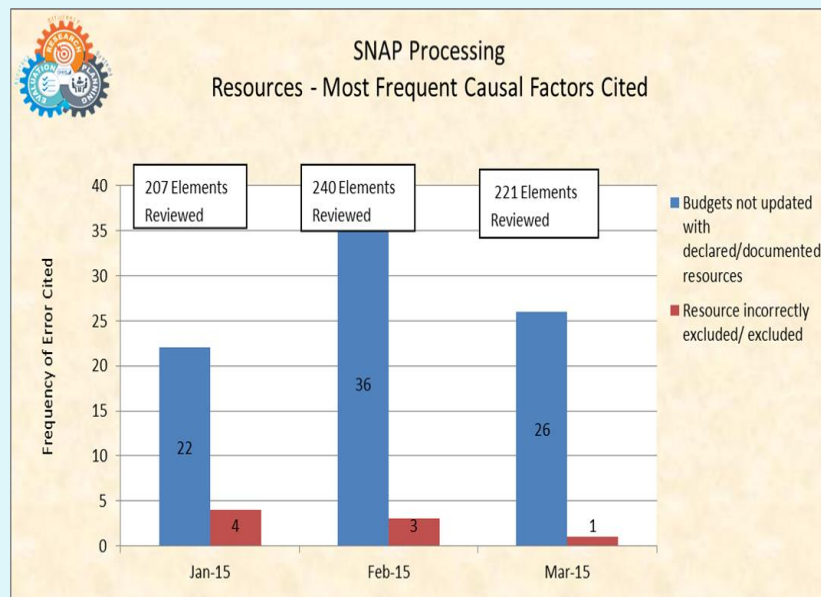2. ADC and SNAP when Income is reported: 4/13/2015

Quality Quick Tip and Quiz Released:
1. Handling Resources Updated: 3/09/2015
2. On 3/15/15 N-FOCUS will prepopulate cert dates.
3. Pending applications can be done 60 days before recert date.
4. Additional medical expenses can be reported on the Eapp.
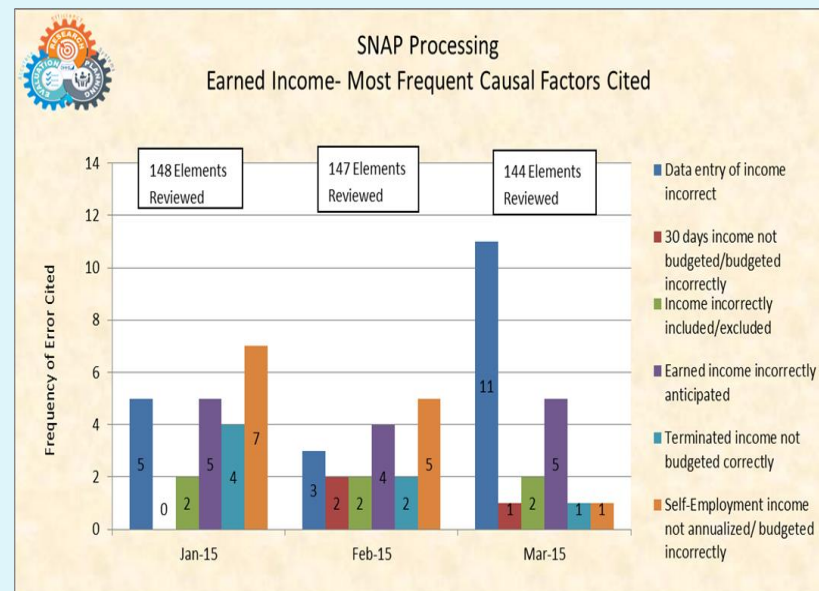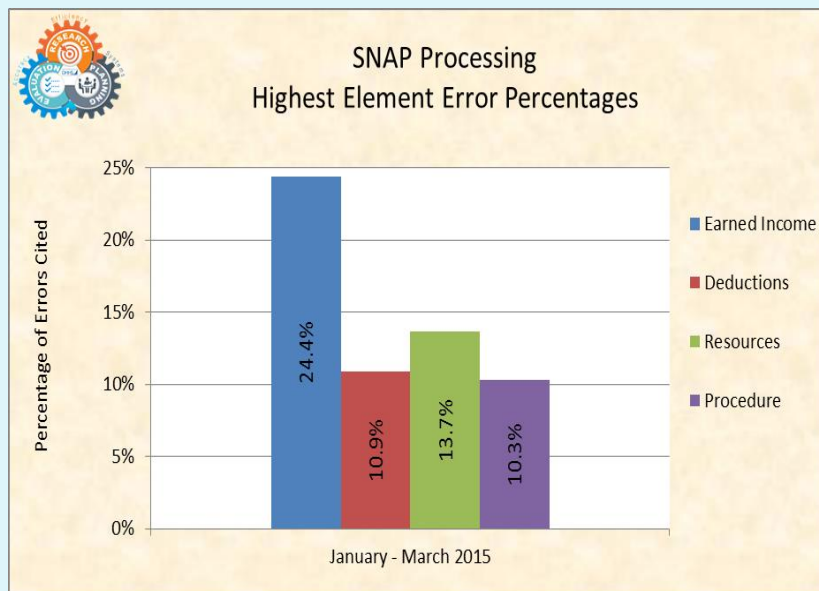5. Homeless Shelter is a possible living arrangement on Eapp.
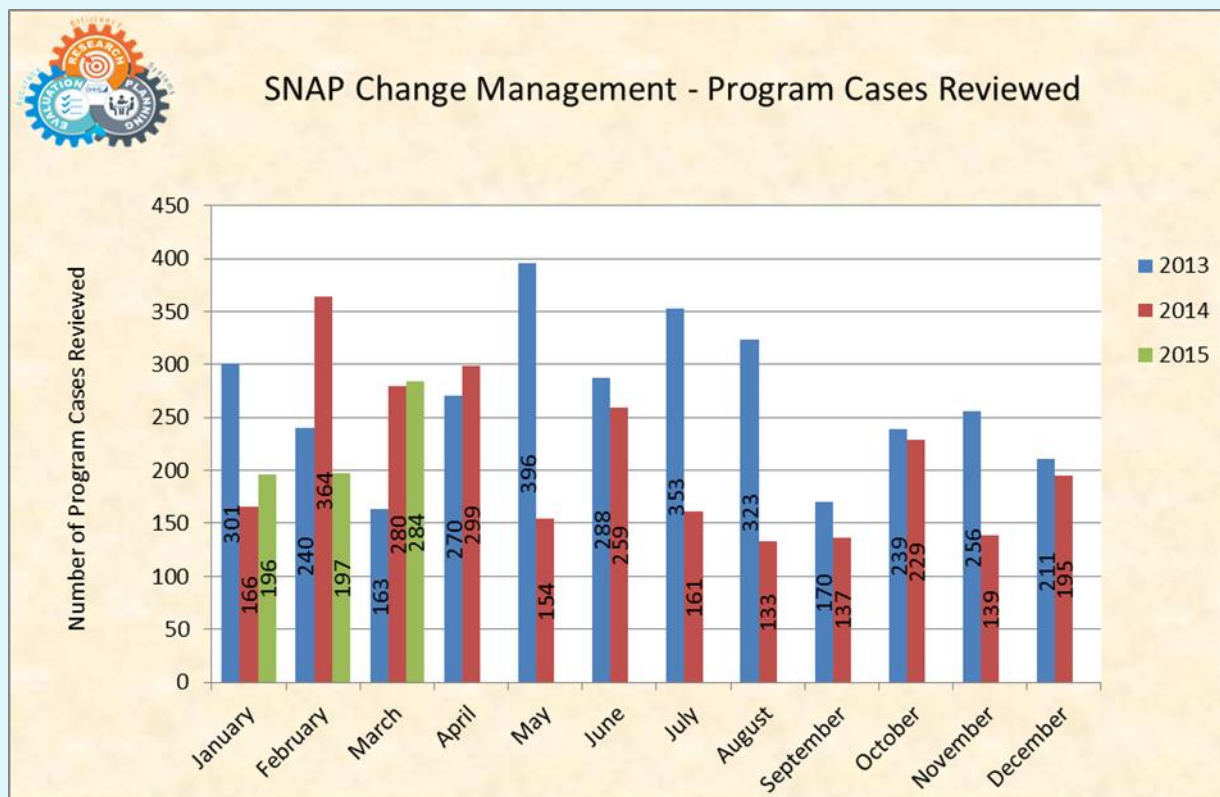
Action Items:
Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

SNAP: Processing
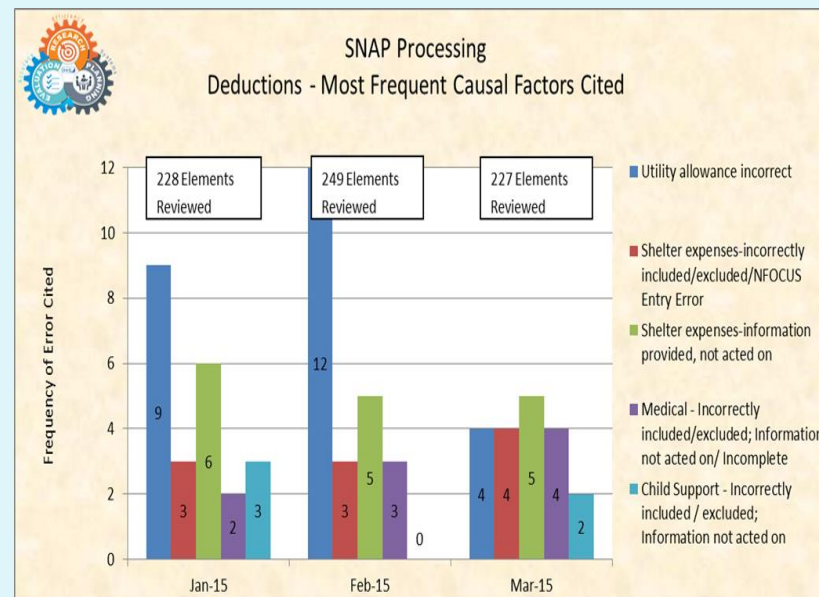
SNAP Change Management Program Case Reads

SNAP Change Management - Program Cases Reviewed

SNAP: Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. EBT Cards: 4/6/2015
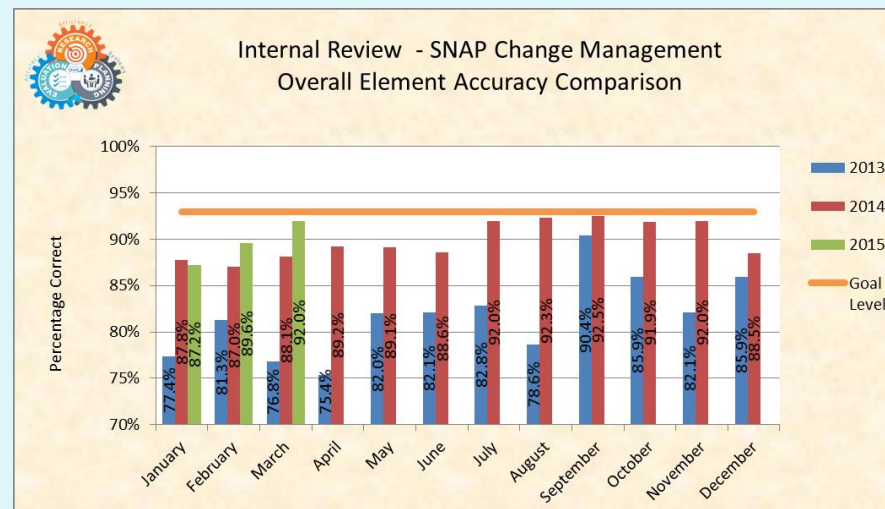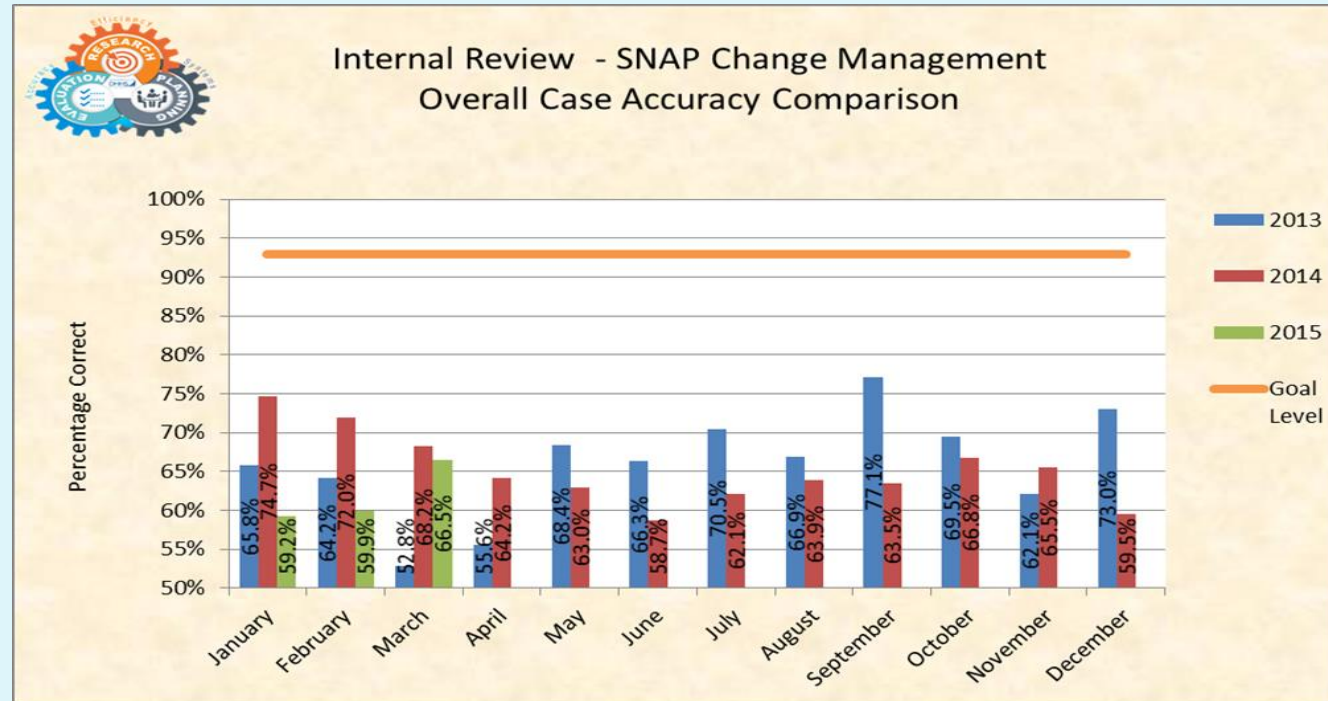2. ADC and SNAP when Income is reported: 4/13/2015

Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. On 3/15/15 N-FOCUS will auto close single person master cases once V Stats record is received.
3. IRF Logic is removed.
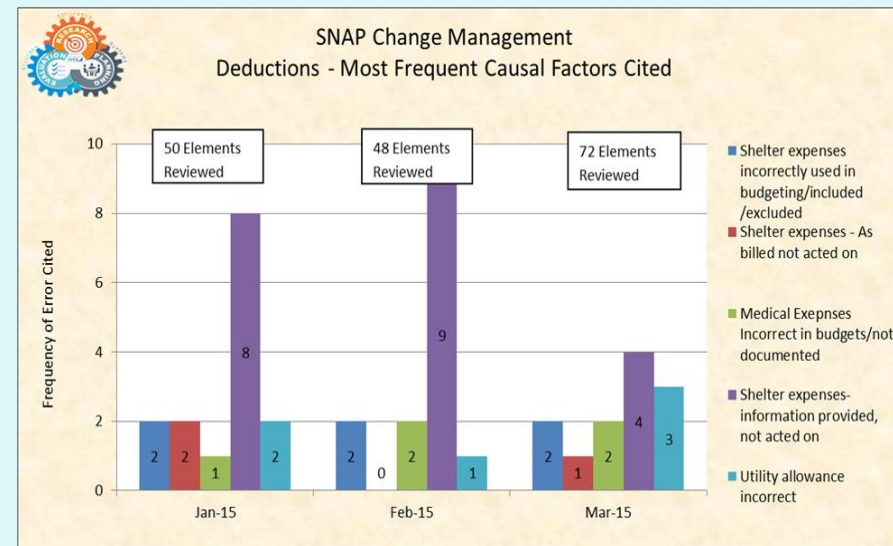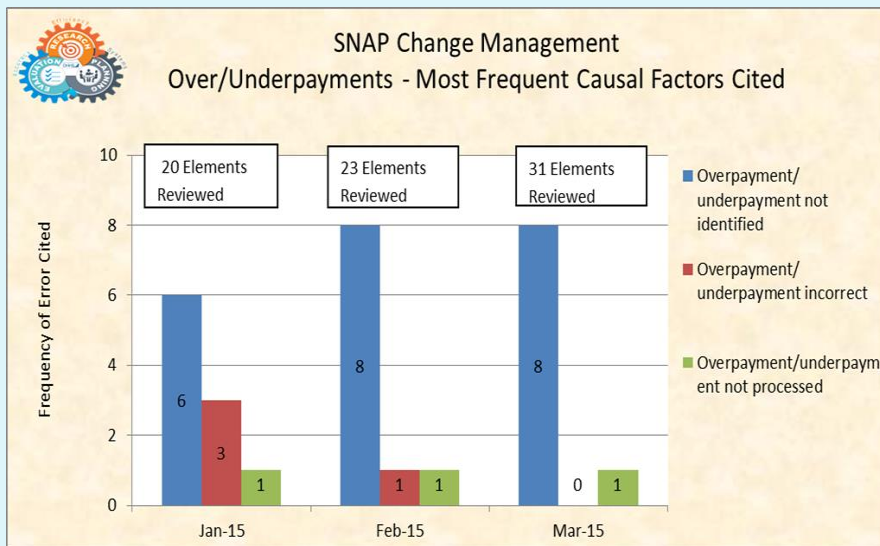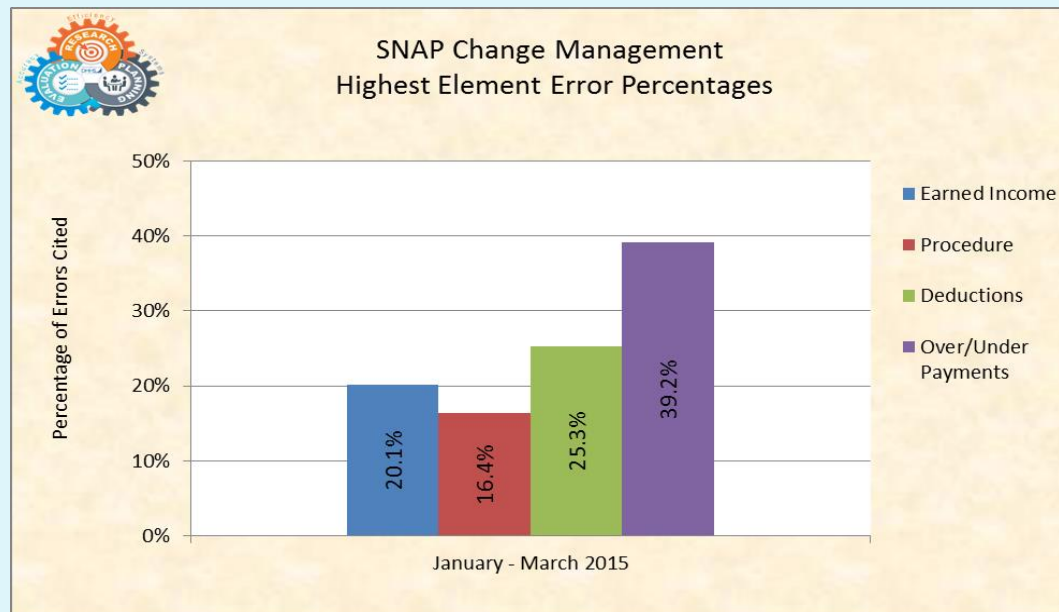4. Enhancement to people who can request PIN numbers.

Action Items:

Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Internal Review - SNAP Change Management
Overall Case Accuracy Comparison

Internal Review - SNAP Change Management
Overall Element Accuracy Comparison

SNAP: Change Management
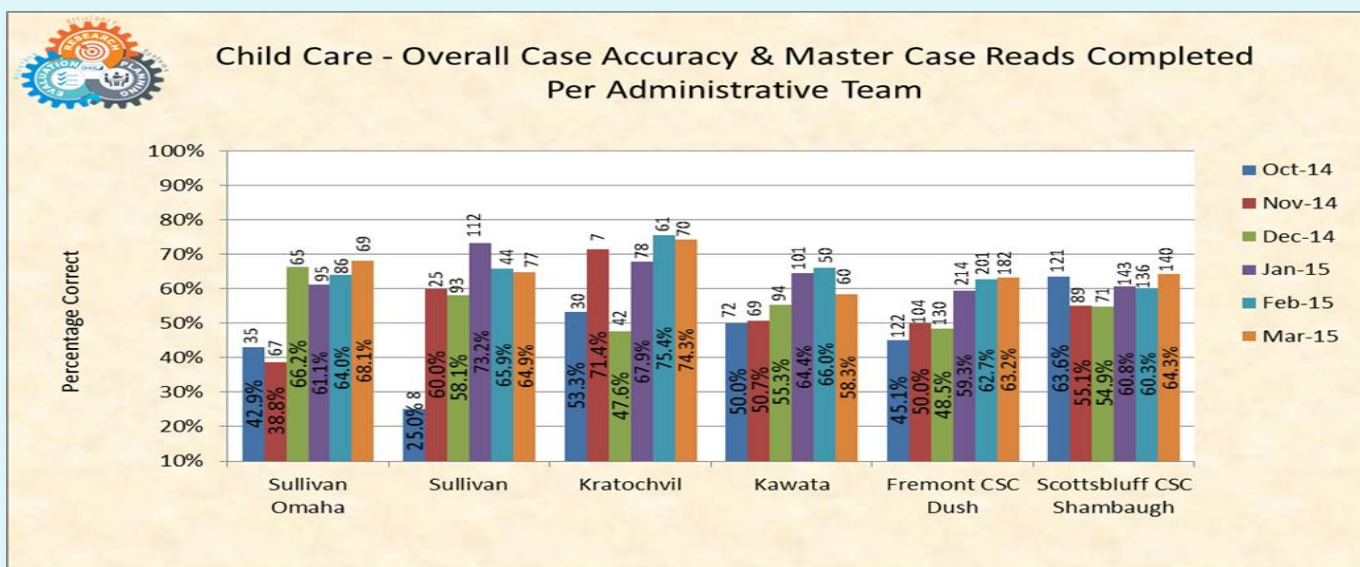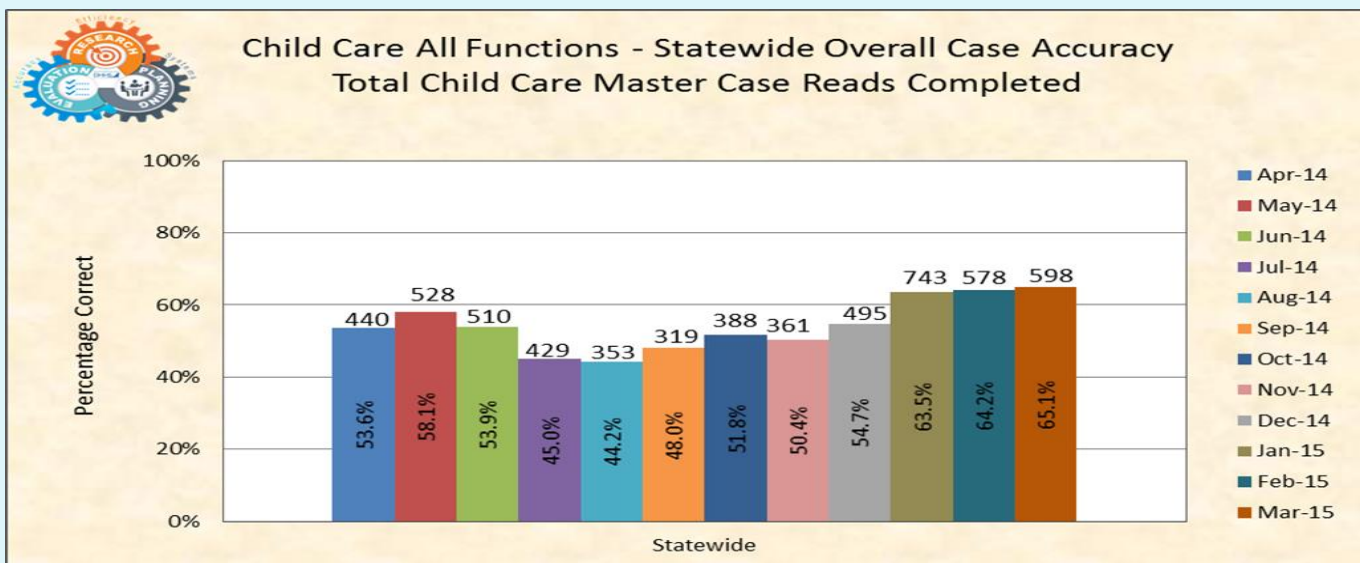
SNAP: Steps to Improvement

<u>Timeliness:</u>

- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.
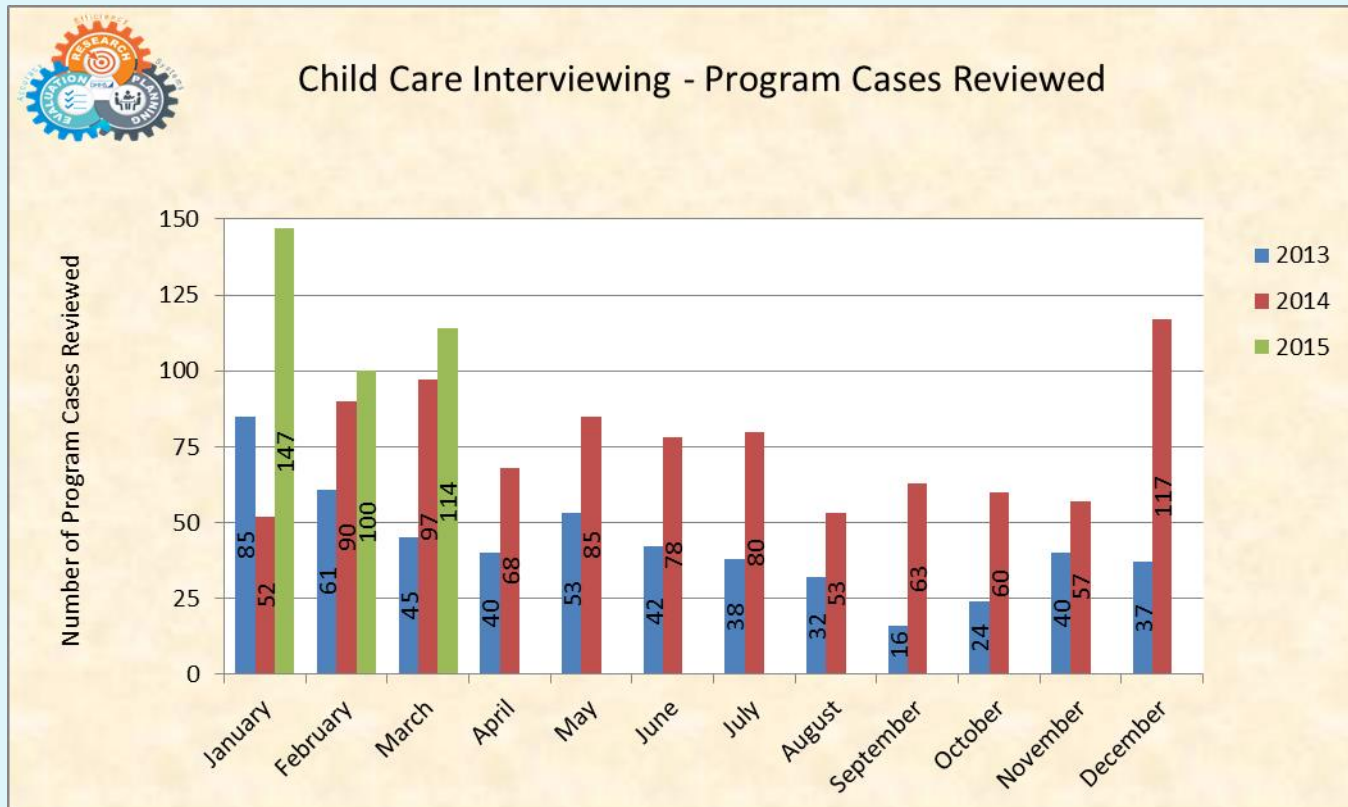
✓ Indicates items have been completed
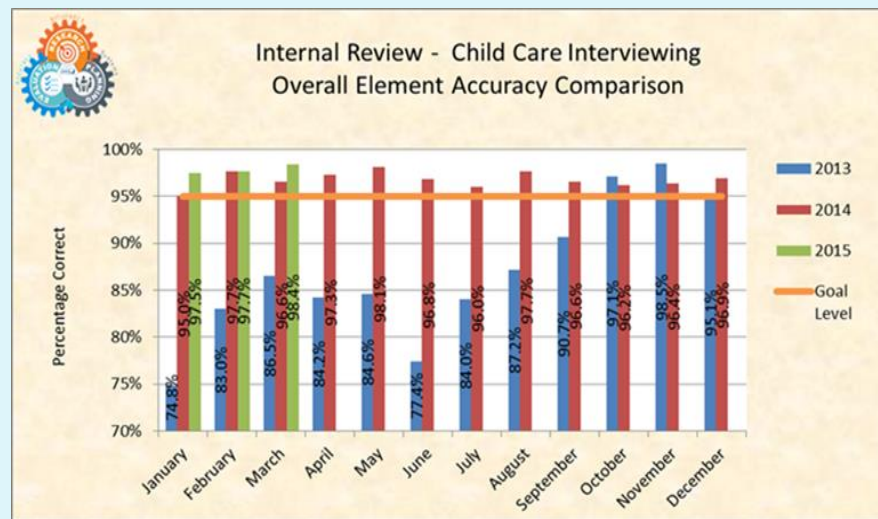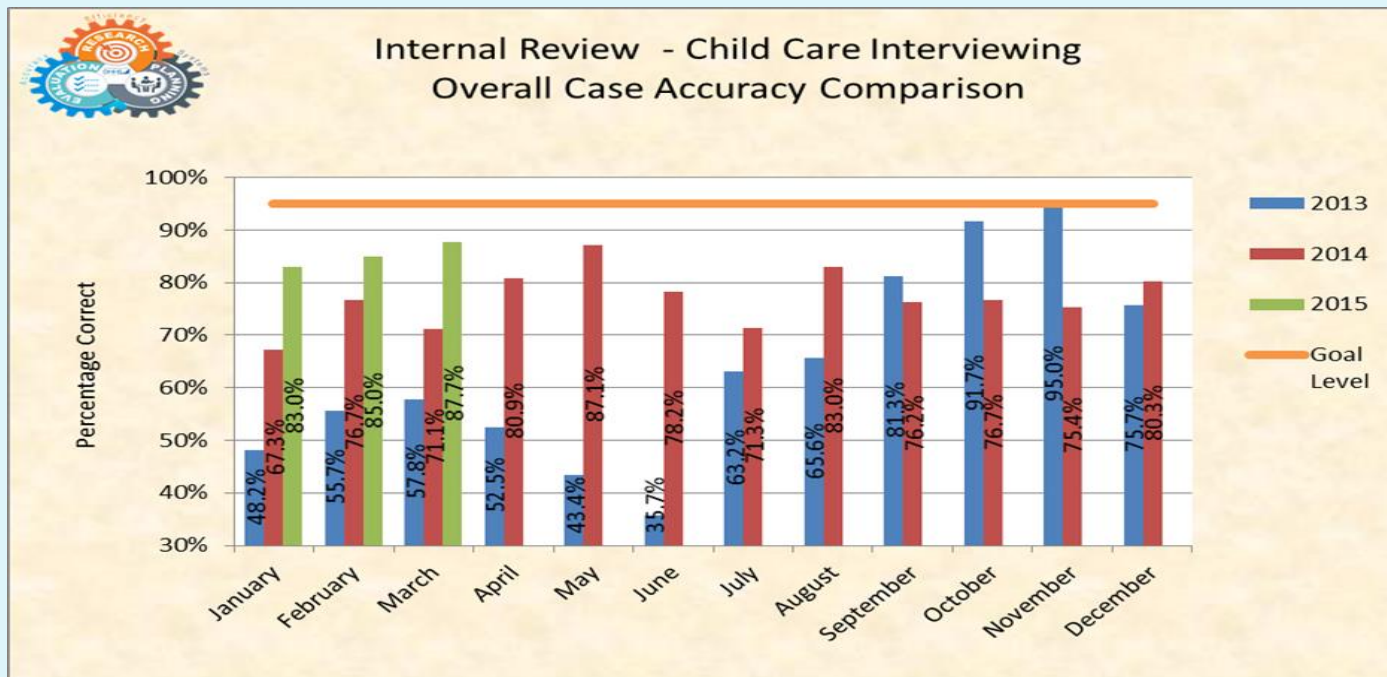
Child Care Accuracy

Child Care Interviewing Program Case Reads

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

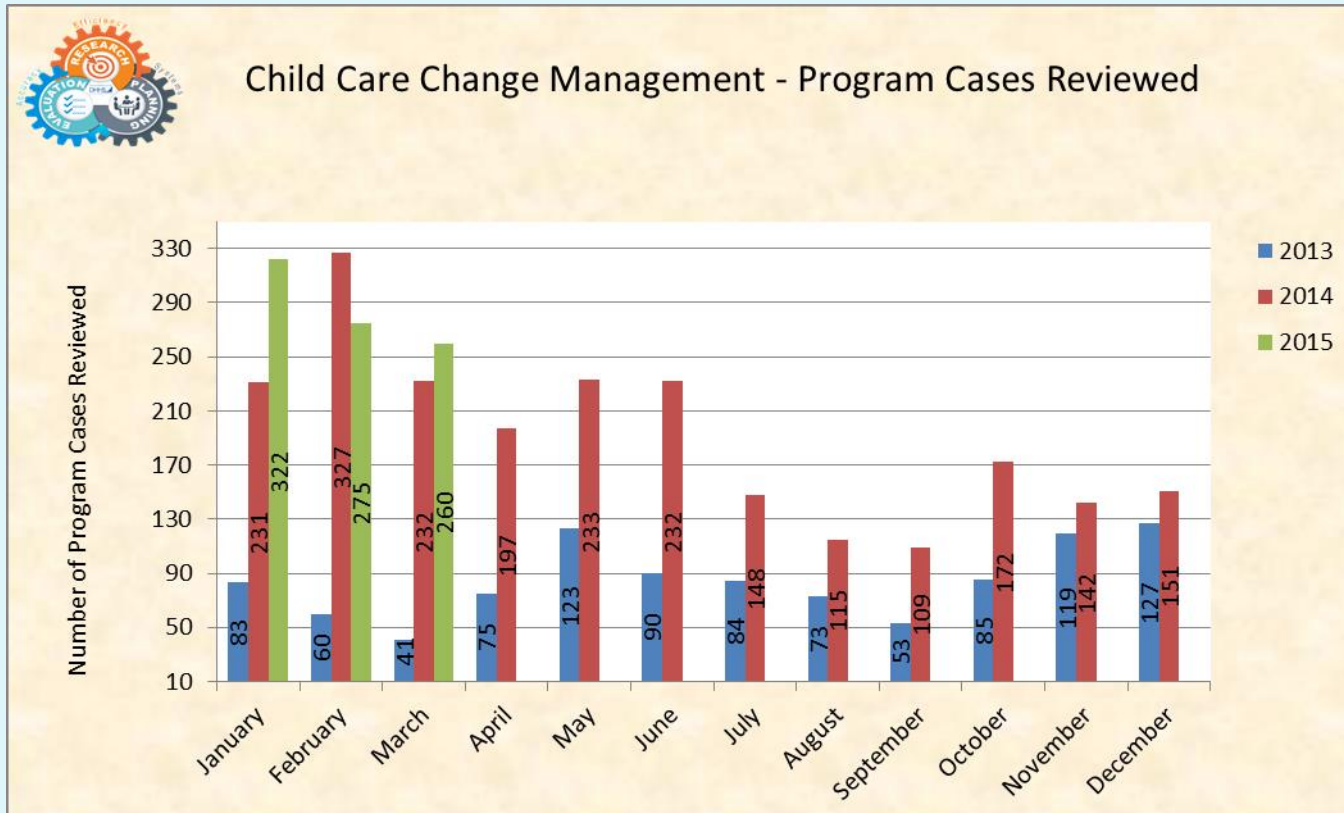## Child Care: Interviewing

Strengths/Accomplishments:

Action Items:

Barriers:

Internal Review - Child Care Interviewing
Overall Case Accuracy Comparison

Internal Review - Child Care Interviewing
Overall Element Accuracy Comparison

Child Care: Interviewing

Child Care Processing Program Case Reads

Child Care Change Management - Program Cases Reviewed

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.
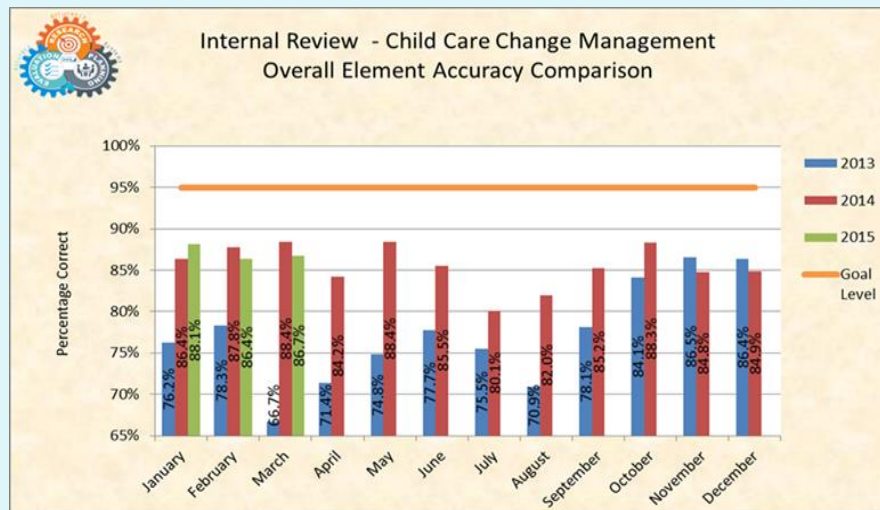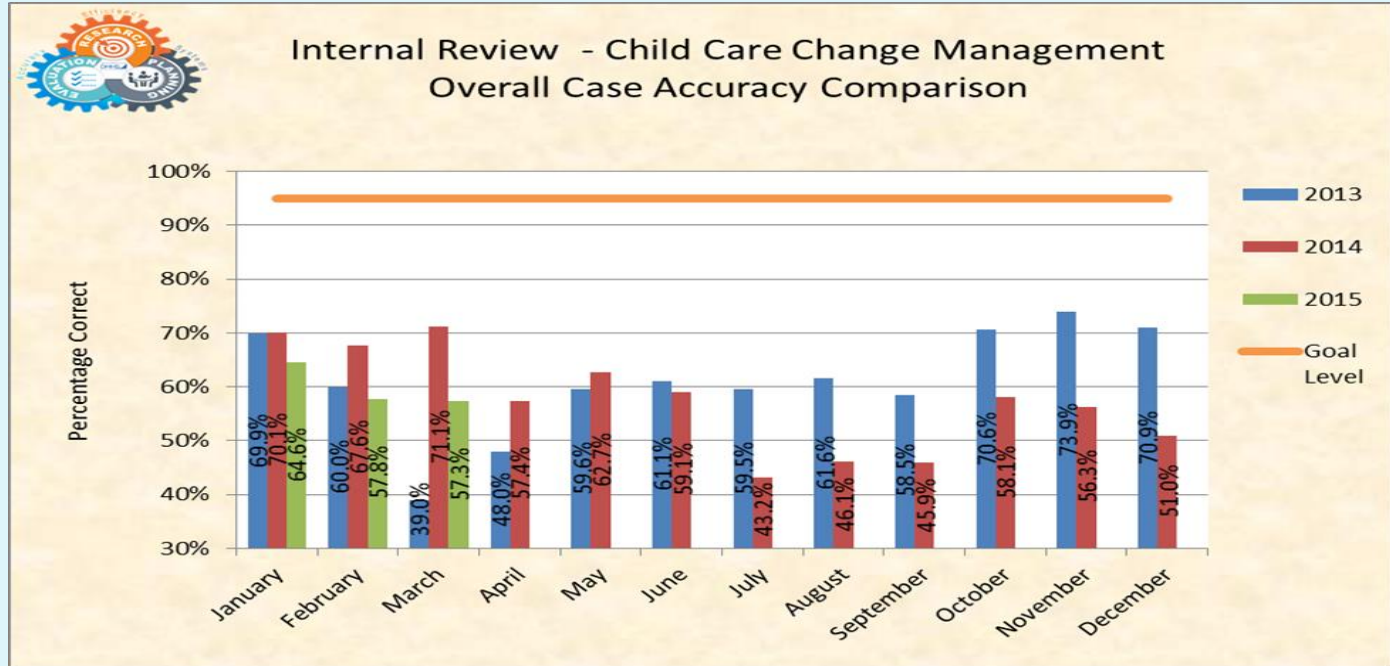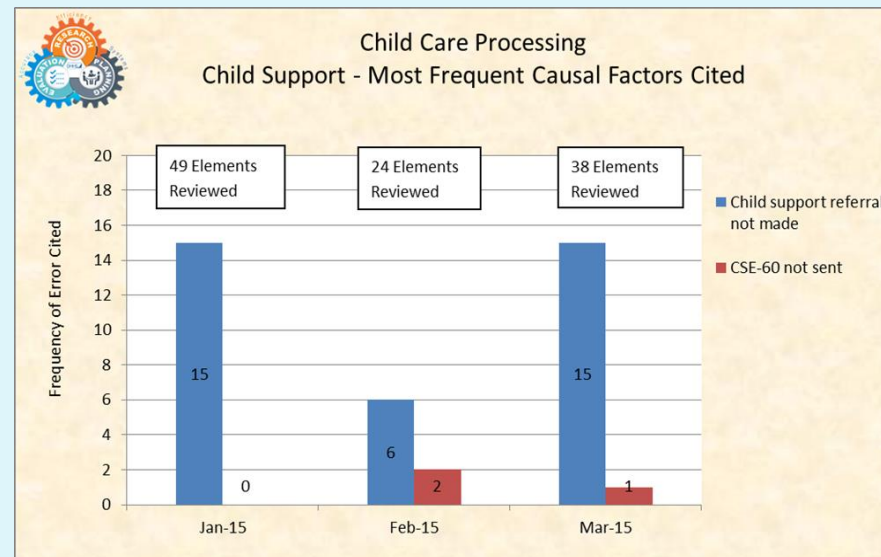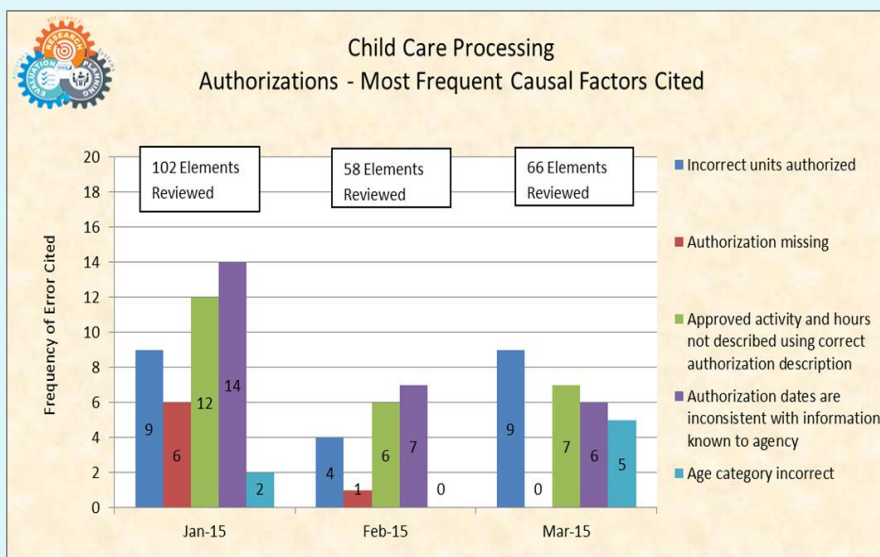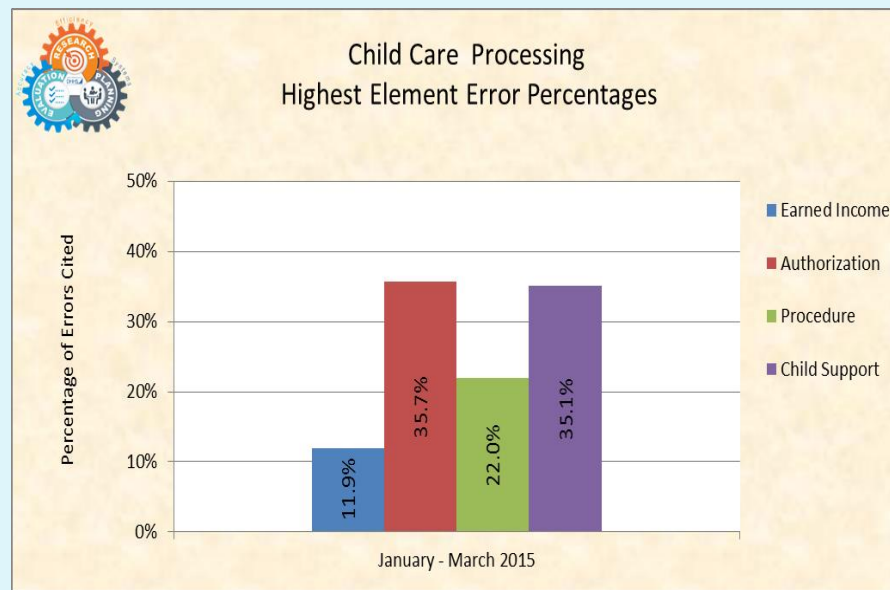
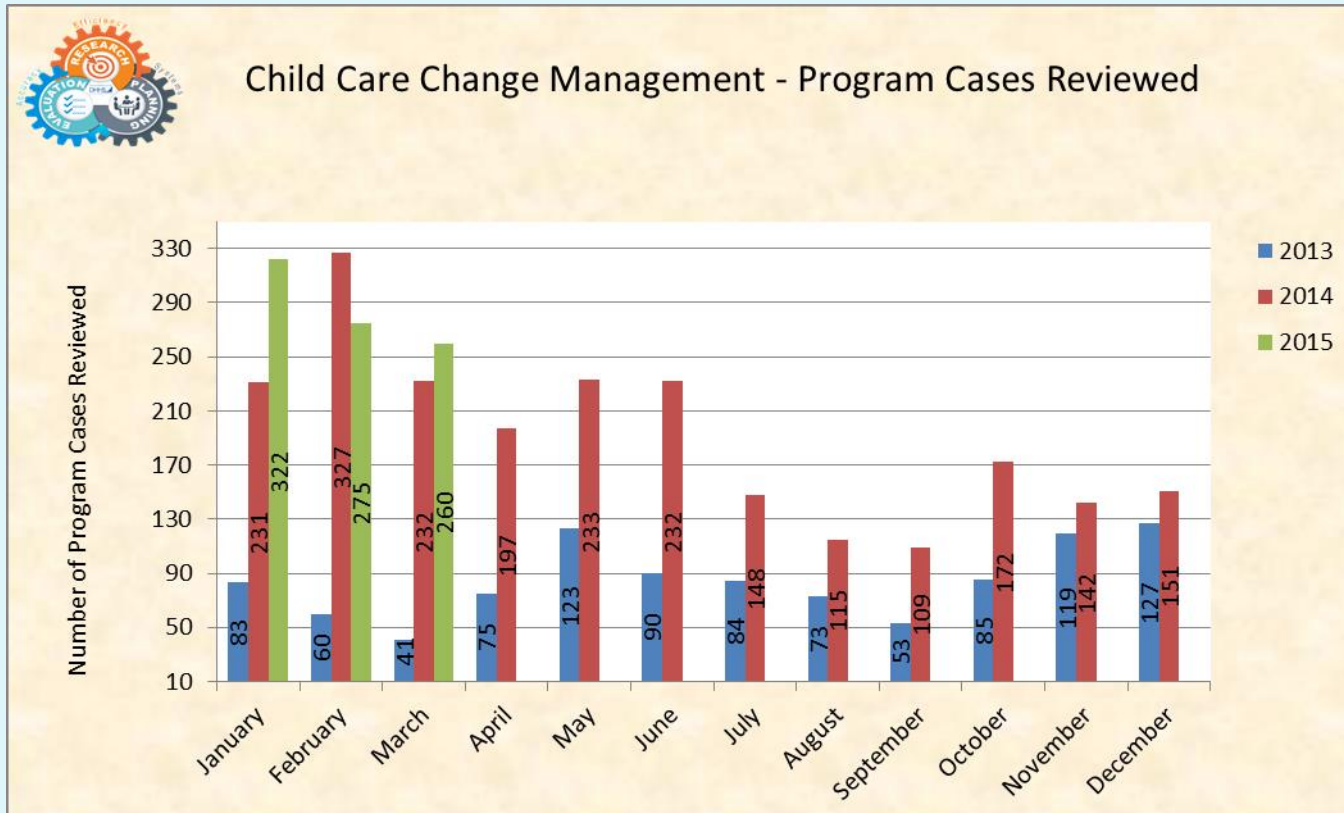## Child Care: Processing

Strengths/Accomplishments:
R.E.P. Released:
1. CSE Referral Needed: 3/23/2015

Action Items:

Barriers:

Internal Review - Child Care Change Management
Overall Case Accuracy Comparison

Internal Review - Child Care Change Management
Overall Element Accuracy Comparison

Child Care: Processing

Child Care Change Management Program Case Reads

Child Care Change Management - Program Cases Reviewed

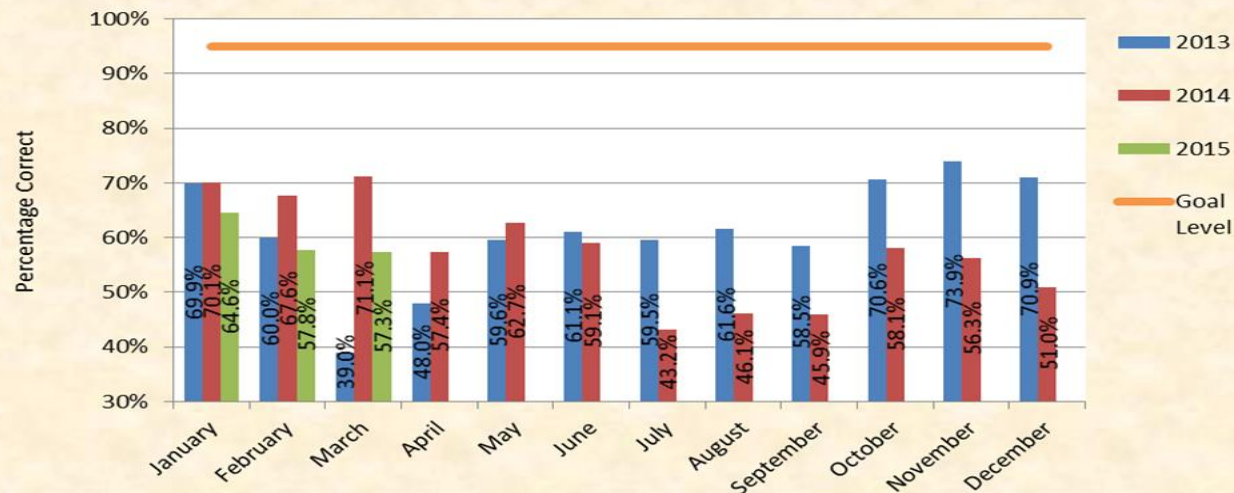## Child Care: Change Management

Strengths/Accomplishments:
R.E.P. Released:
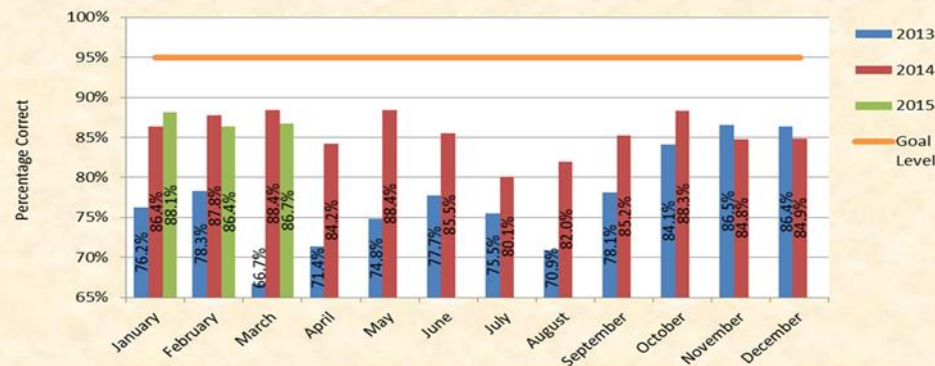1. CSE Referral Needed: 3/23/2015

Action Items:

Barriers:

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.
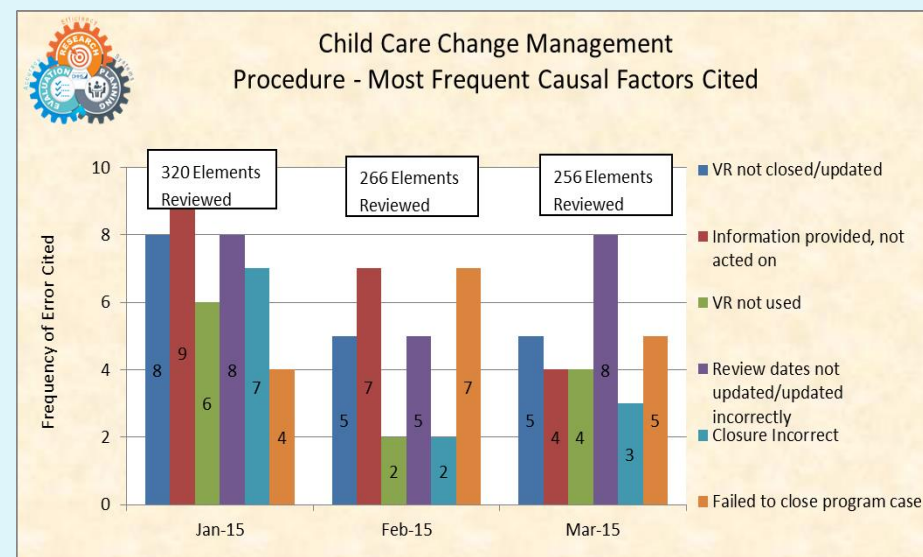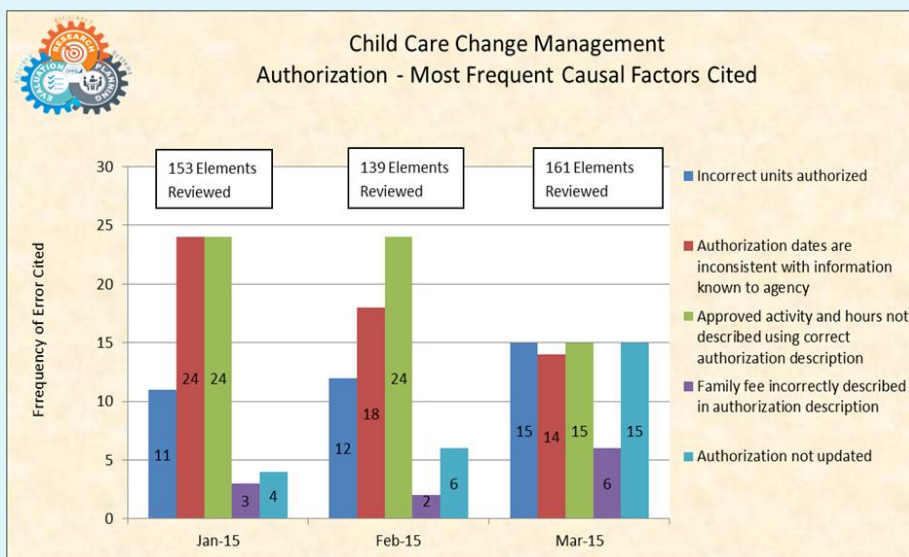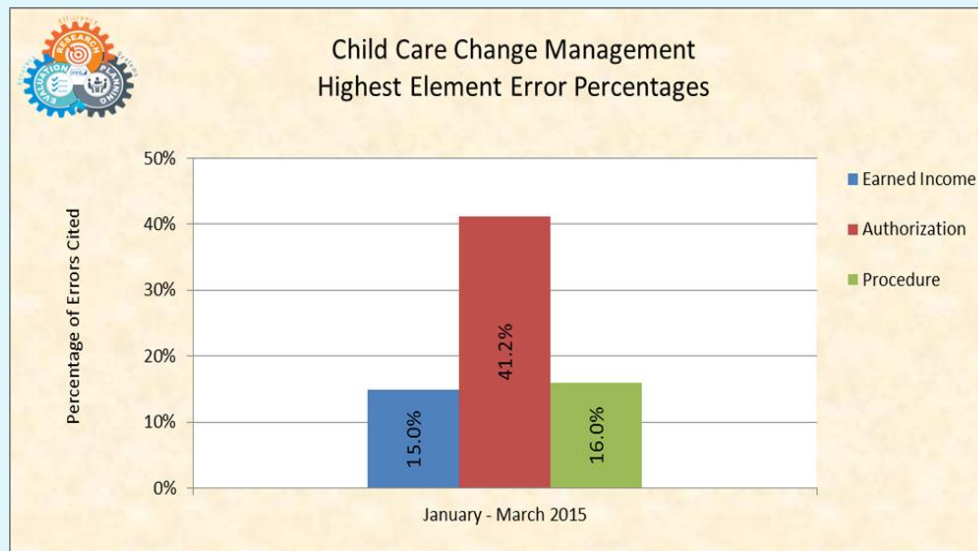

Internal Review - Child Care Change Management Overall Case Accuracy Comparison

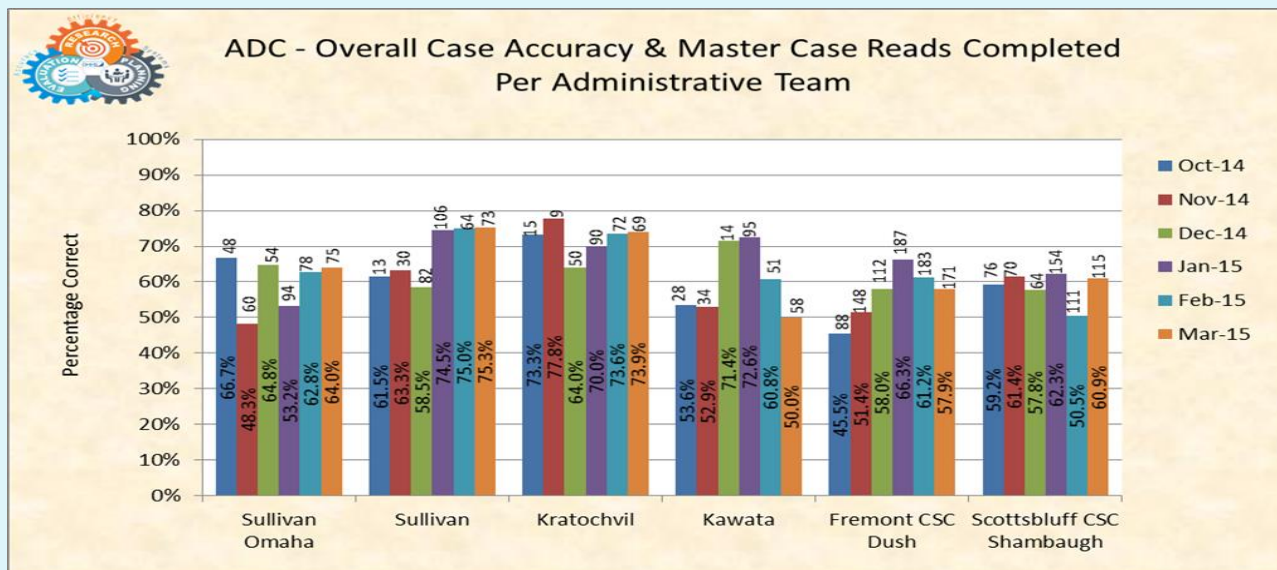Internal Review - Child Care Change Management Overall Element Accuracy Comparison
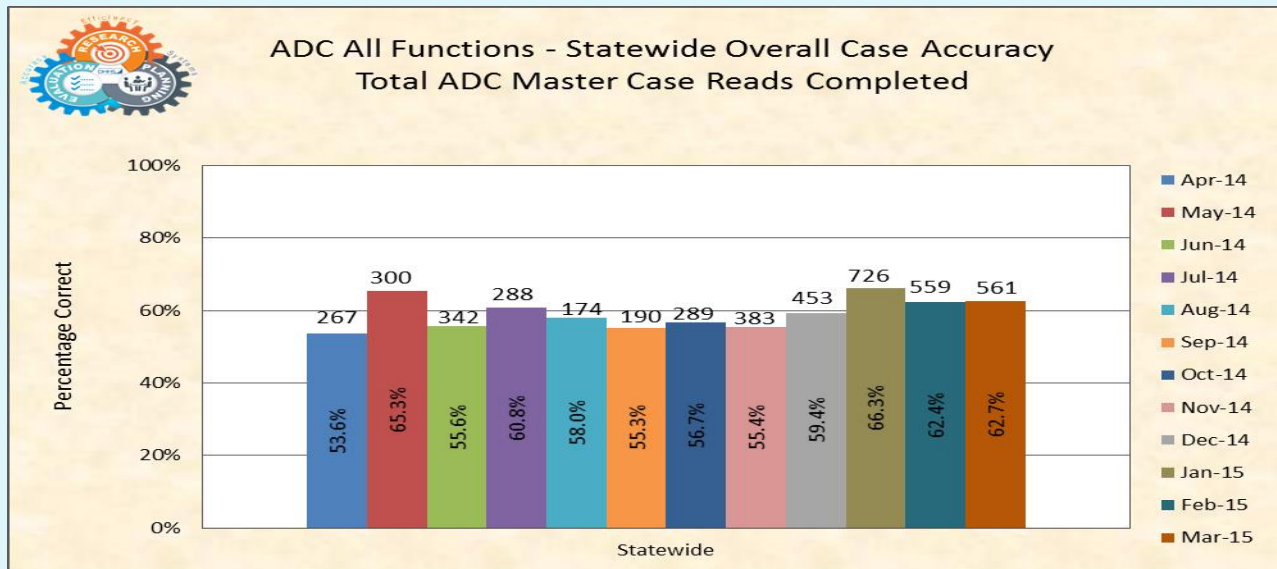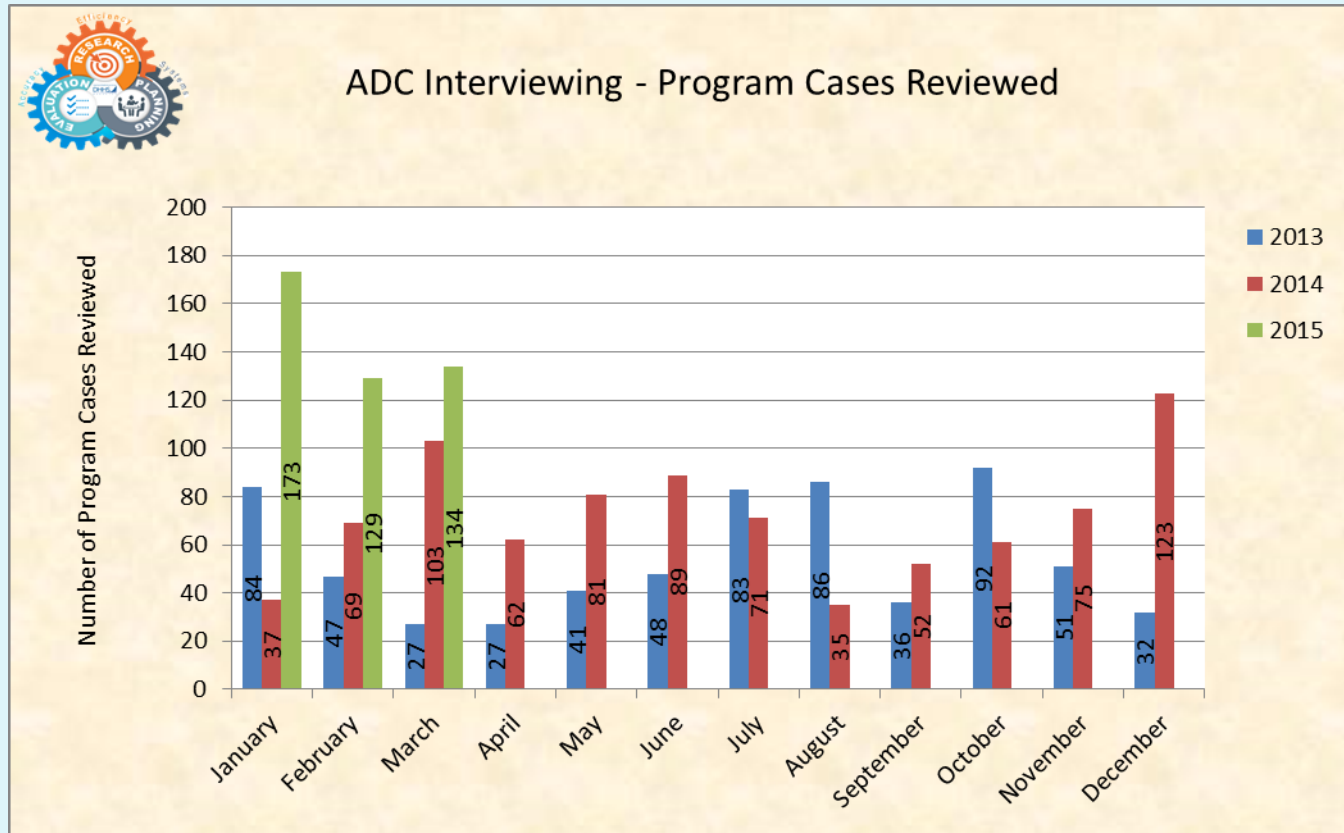
Child Care: Change Management

Aid to Dependent Children Accuracy

Aid to Dependent Children: Interviewing Program Case Reads

Aid to Dependent Child : Interviewing
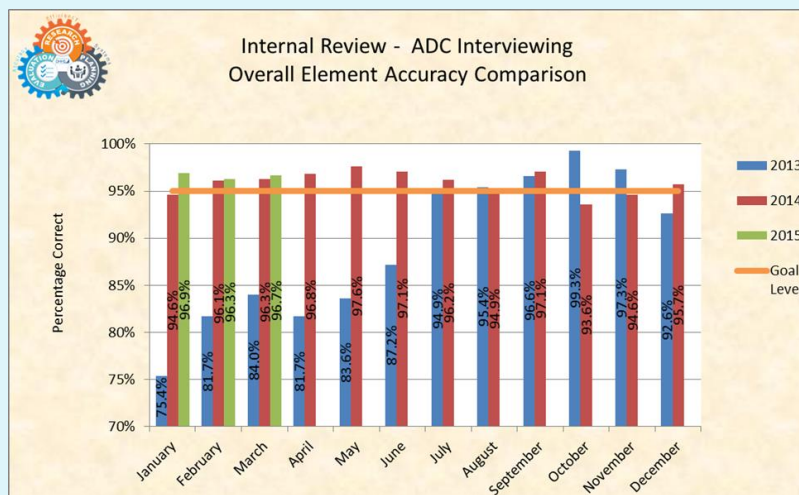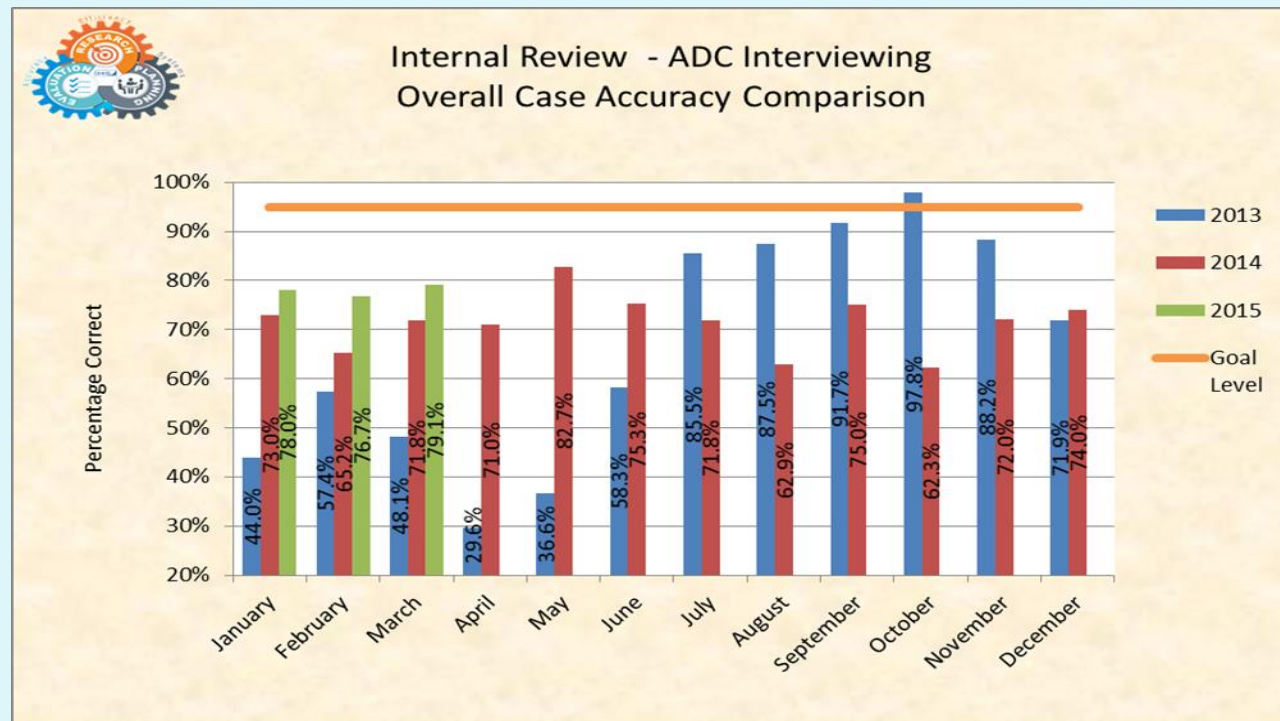
Strengths/Accomplishments:

Quality Quick Tip and Quiz Released:
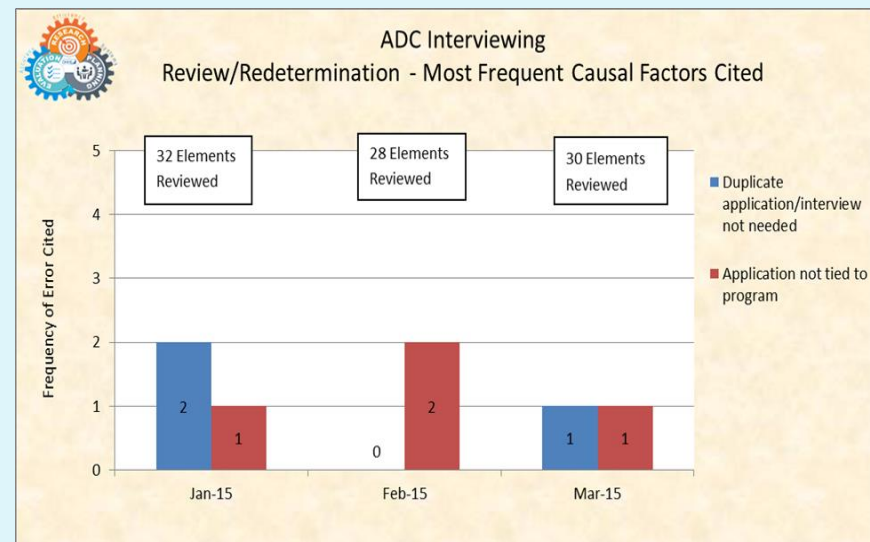
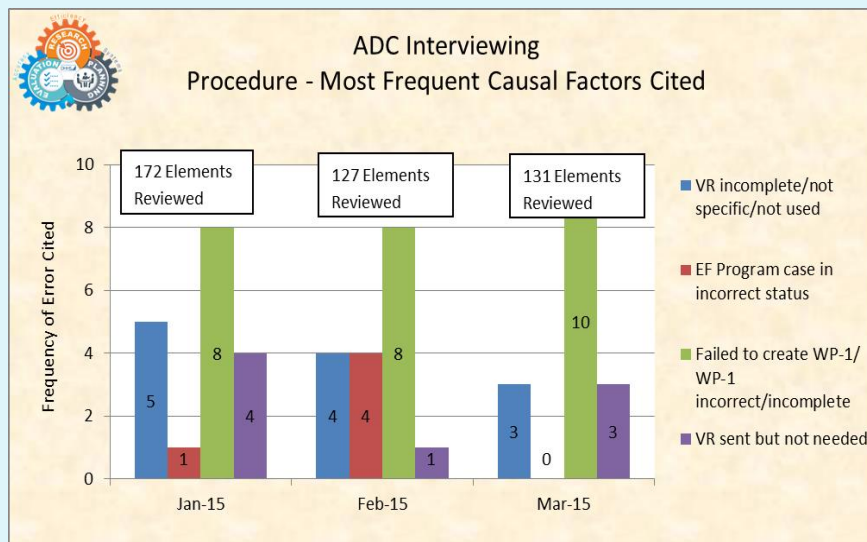1. Handling Resources Updated: 3/09/2015

Action Items:

Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

Internal Review - ADC Interviewing
Overall Case Accuracy Comparison

Internal Review - ADC Interviewing
Overall Element Accuracy Comparison

Aid to Dependent Children: Interviewing

Aid to Dependent Children: Processing Program Case Reads
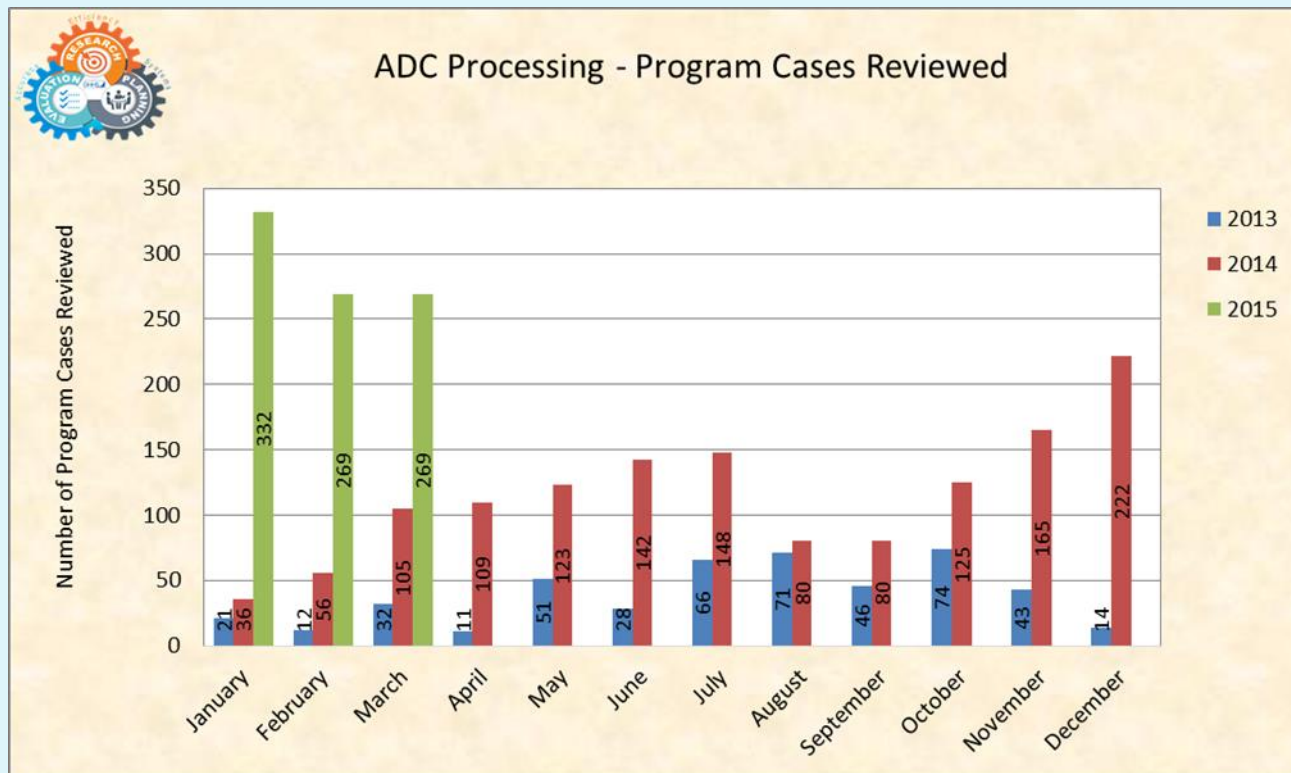
Aid to Dependent Child : Processing

Strengths/Accomplishments:
R.E.P. Released:
1. CSE Referral Needed: 3/23/2015

2. ADC and Social Security Recipients: 3/30/2015
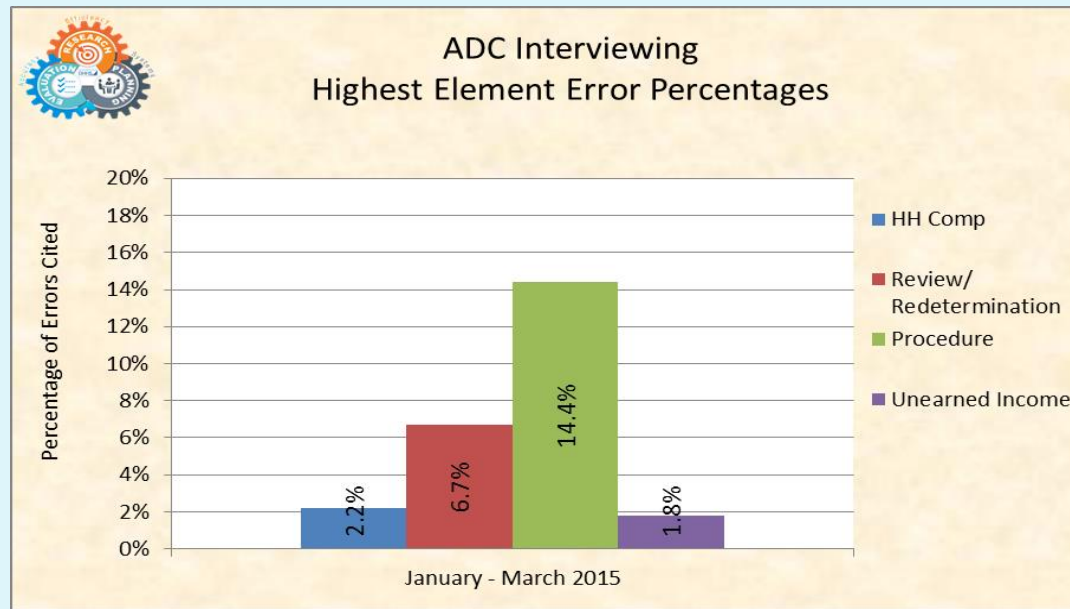
3. ADC and SNAP when Income is reported: 4/13/2015

Action Items:

Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.


Internal Review - ADC Processing
Overall Case Accuracy Comparison

Internal Review - ADC Processing
Overall Element Accuracy Comparison

Aid to Dependent Children: Processing

ADC Processing
Highest Element Error Percentages

January - March 2015

ADC Processing
Child Support - Most Frequent Causal Factors Cited

ADC Processing
Resources - Most Frequent Causal Factors Cited

Aid to Dependent Children: Change Management Program Case Reads

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.
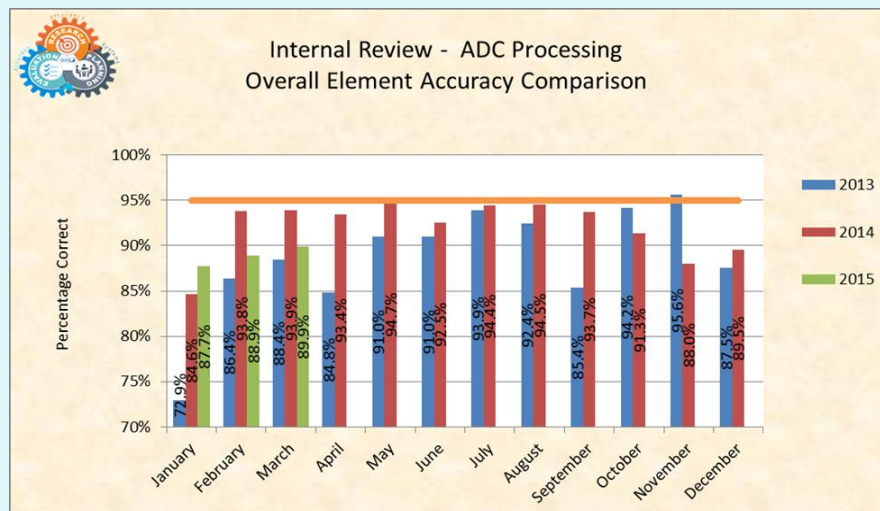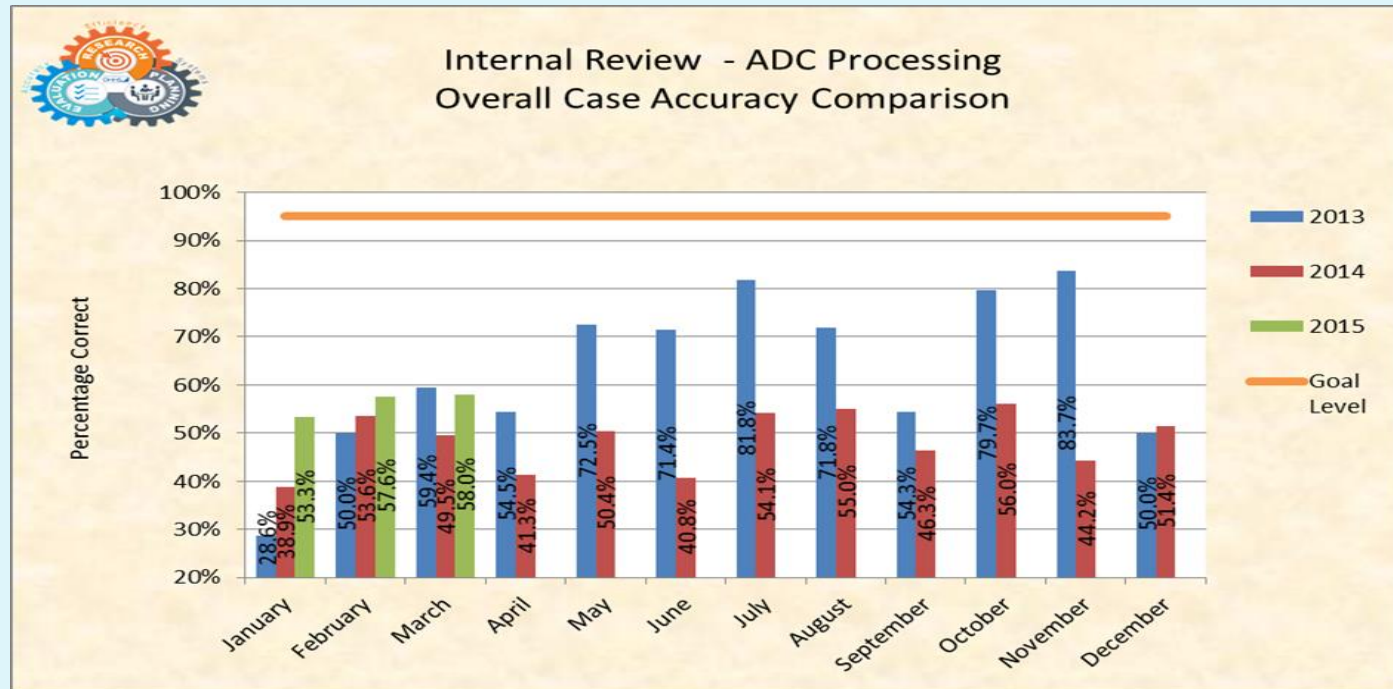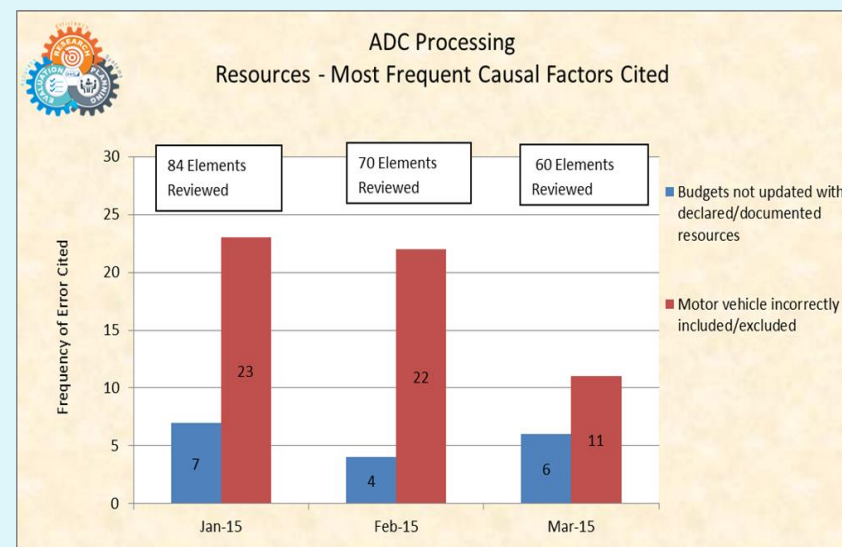
Aid to Dependent Child : Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. CSE Referral Needed: 3/23/2015

2. ADC and Social Security Recipients: 3/30/2015
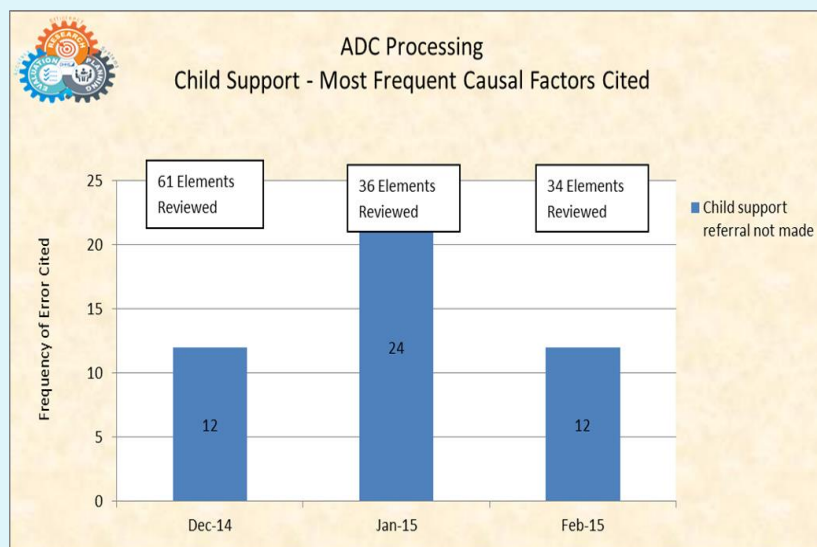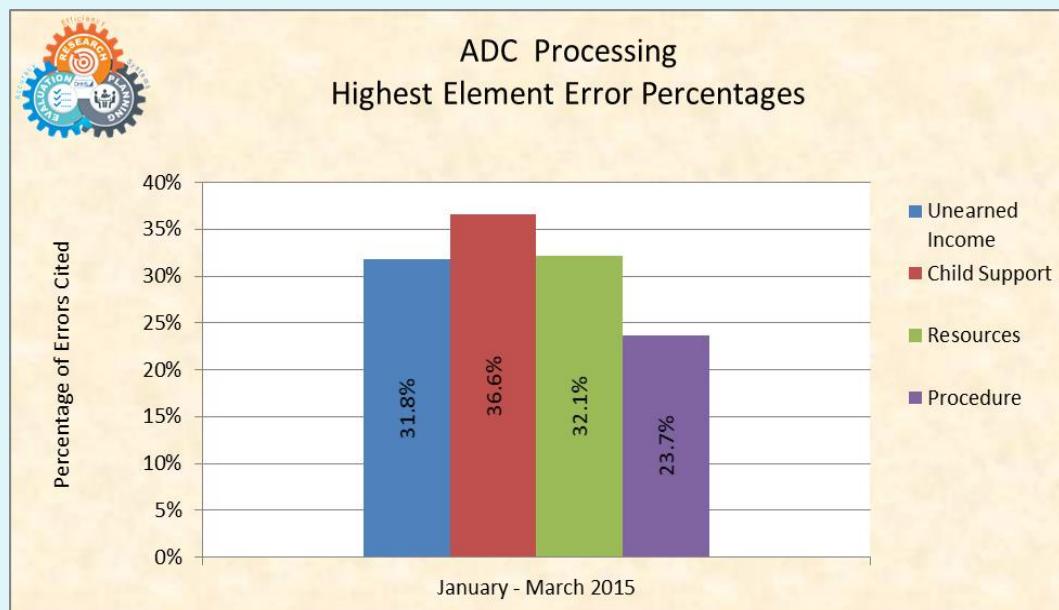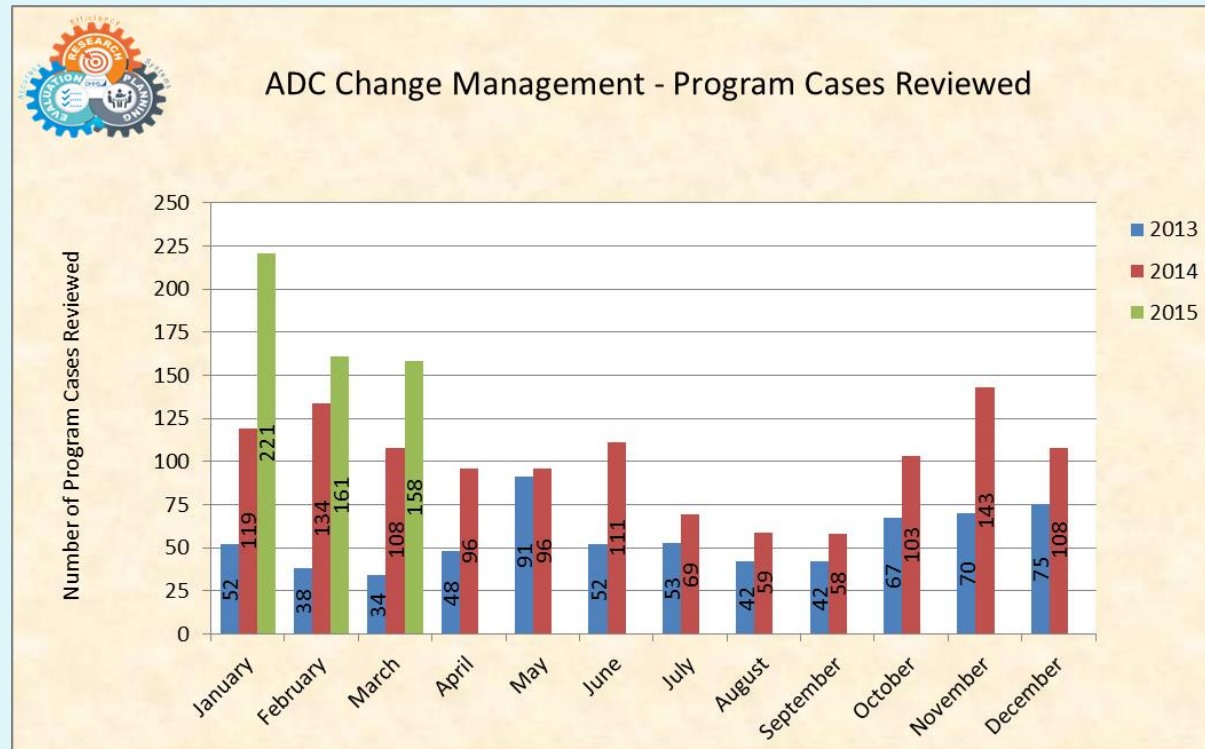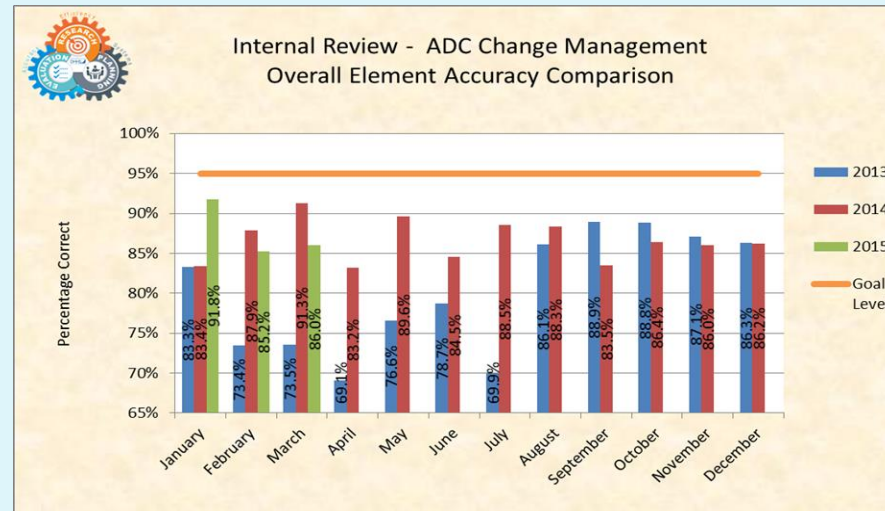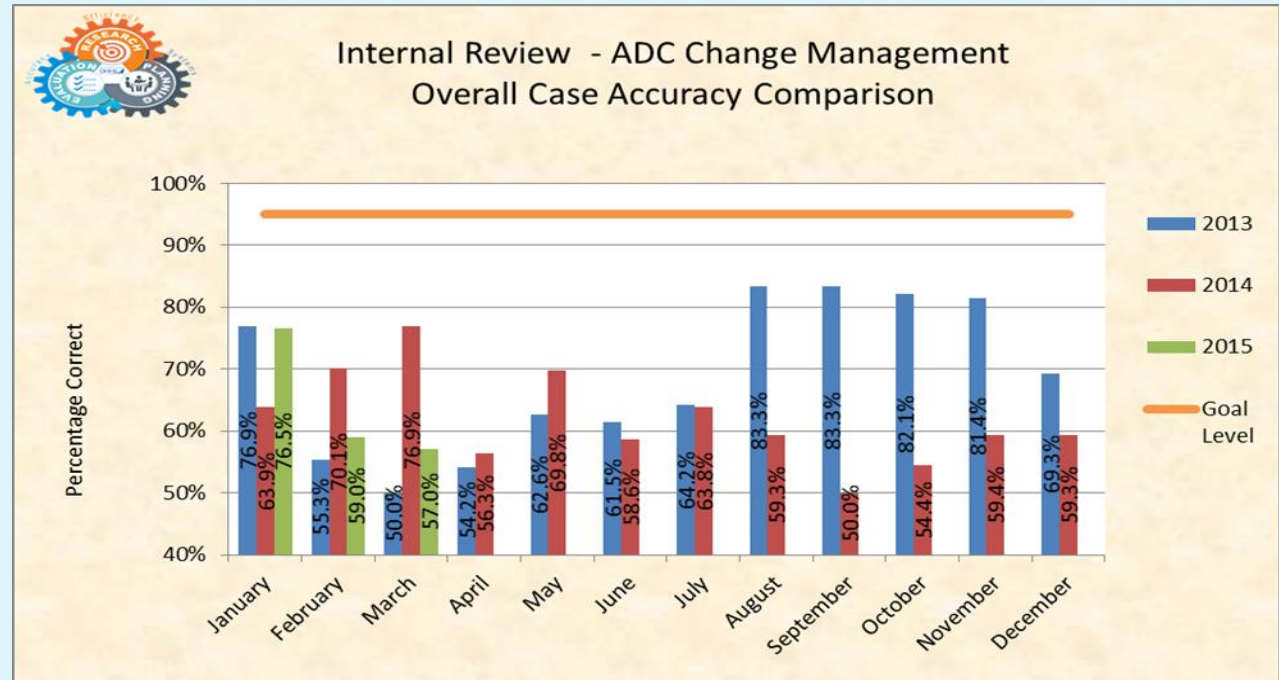
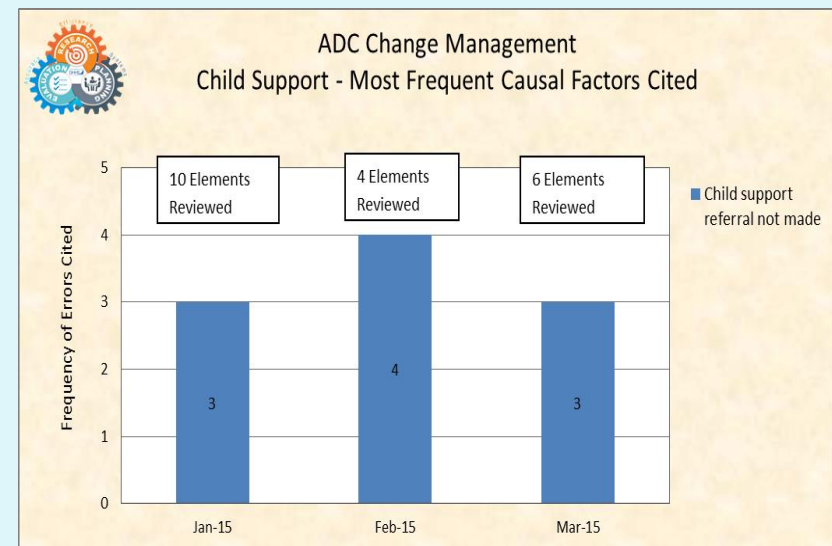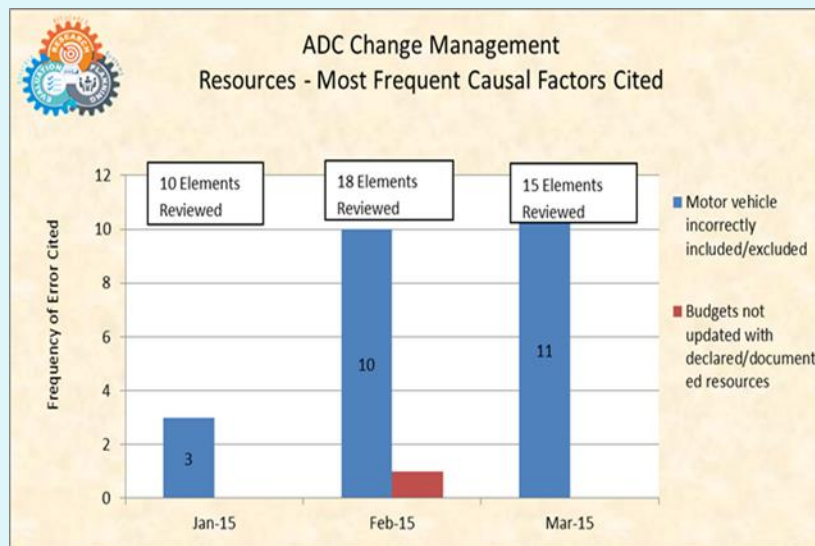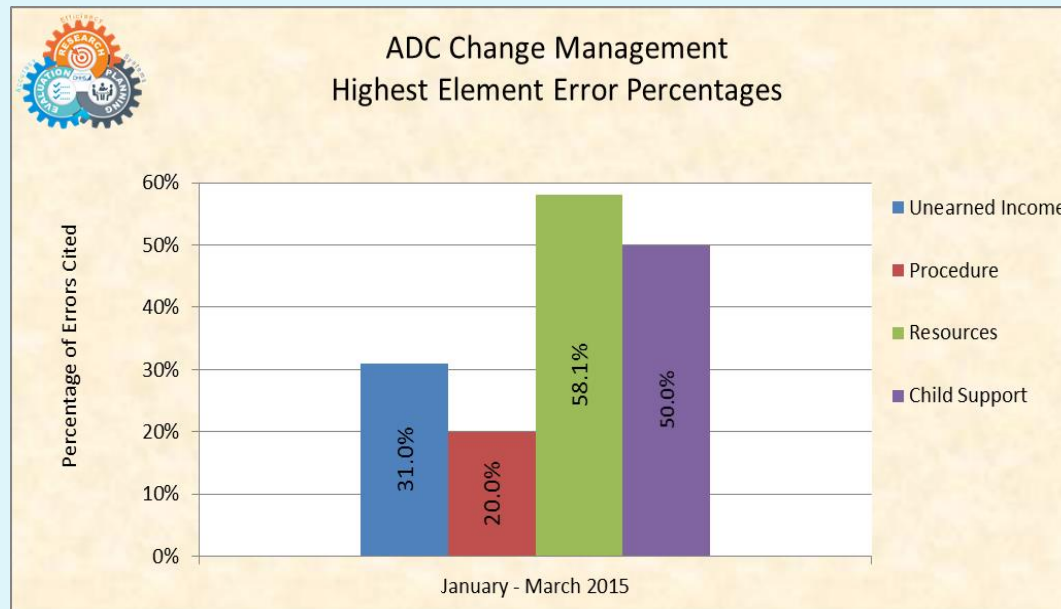3. ADC and SNAP when Income is reported: 4/13/2015

Action Items:

Barriers:

Internal Review - ADC Change Management
Overall Case Accuracy Comparison

Internal Review - ADC Change Management
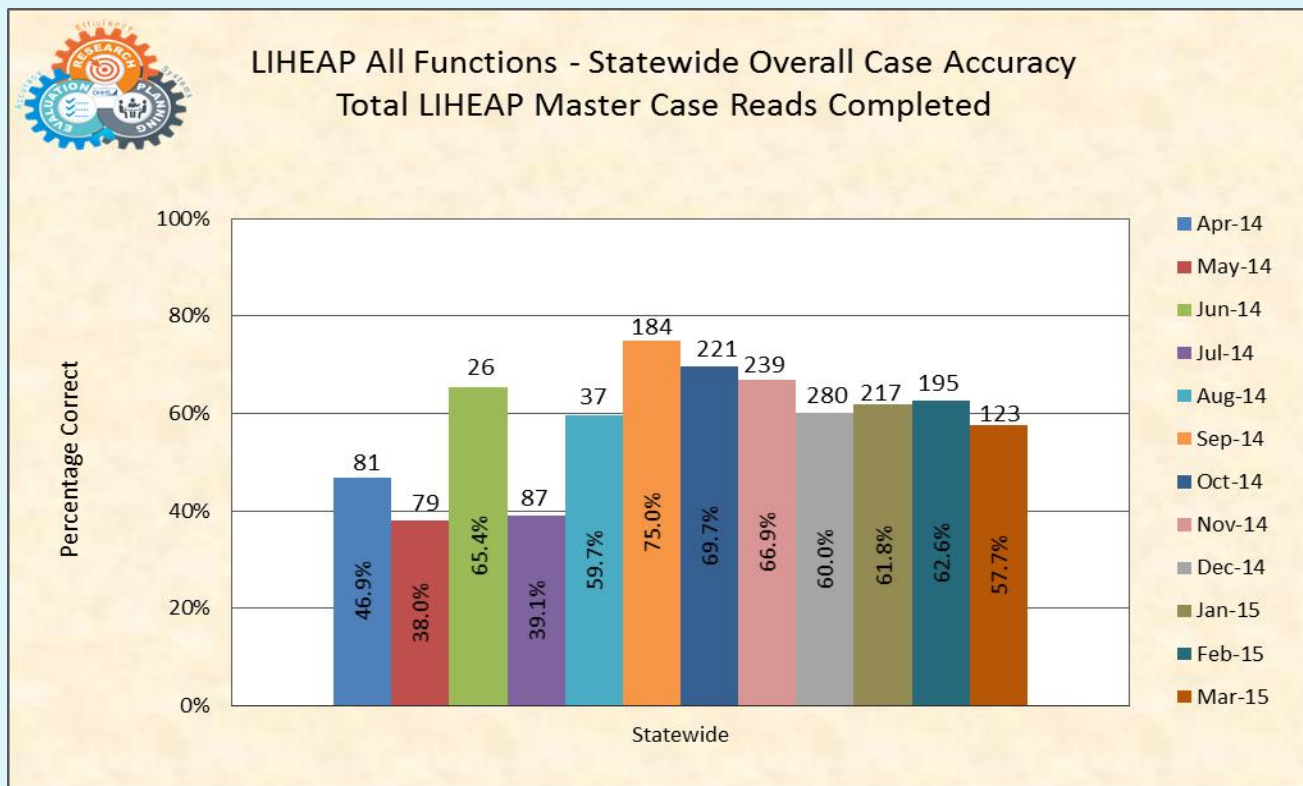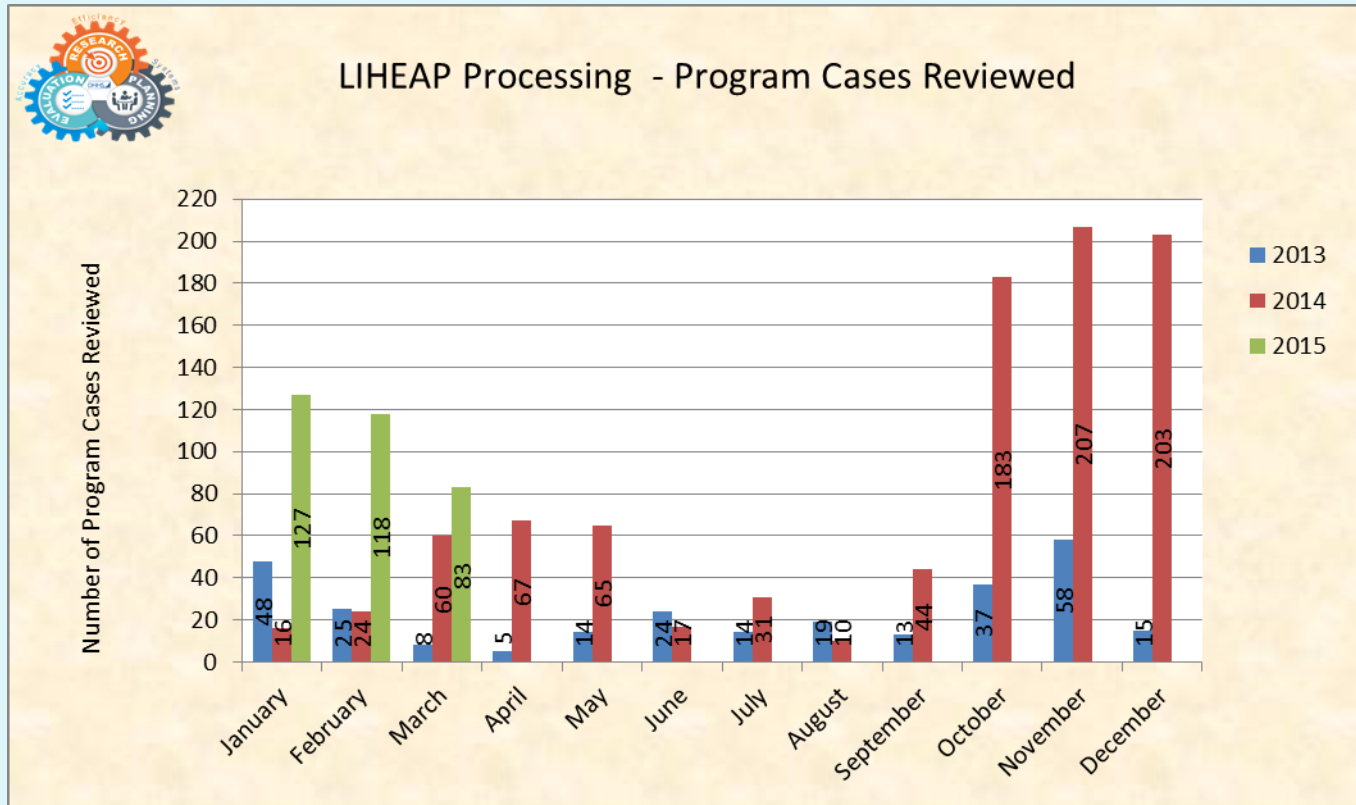Overall Element Accuracy Comparison

Aid to Dependent Children: Change Management

Low-Income Home Energy Assistance Program: Accuracy

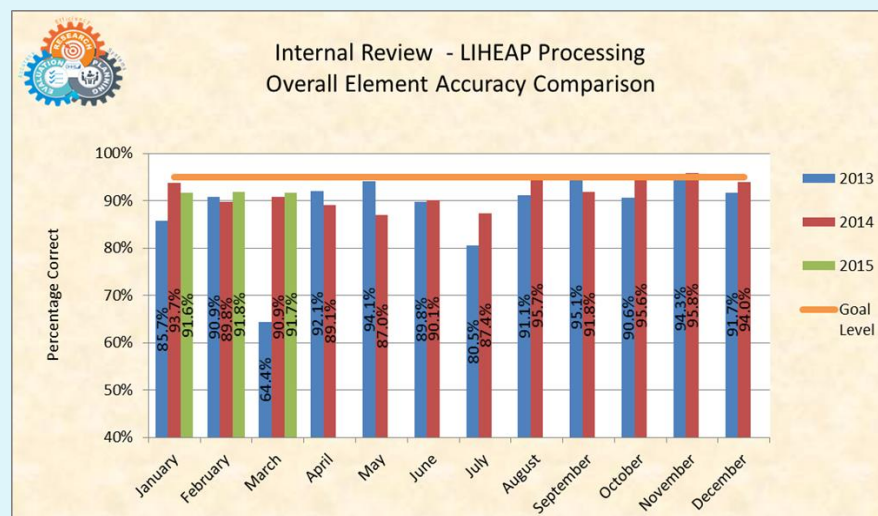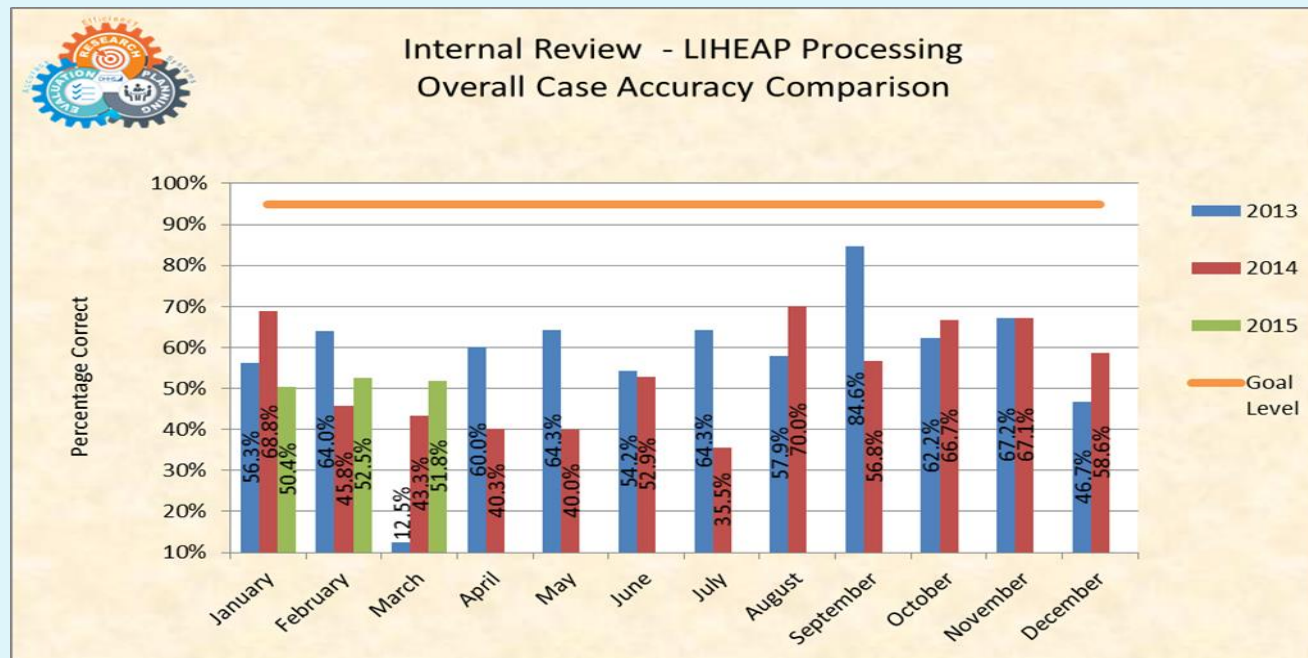# Low-Income Home Energy Assistance Program Processing Program Case Reads

LIHEAP Processing - Program Cases Reviewed

Low Income Home Energy Assistance Program: Processing
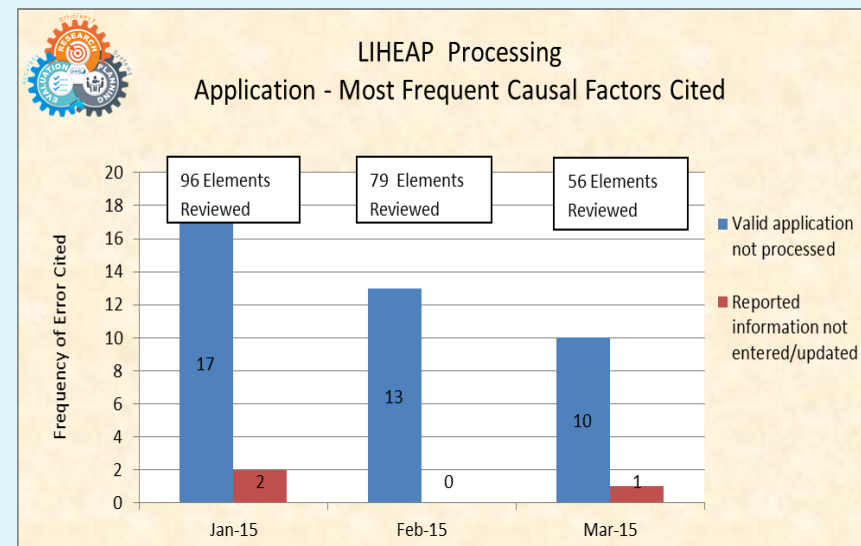
Strengths/Accomplishments:

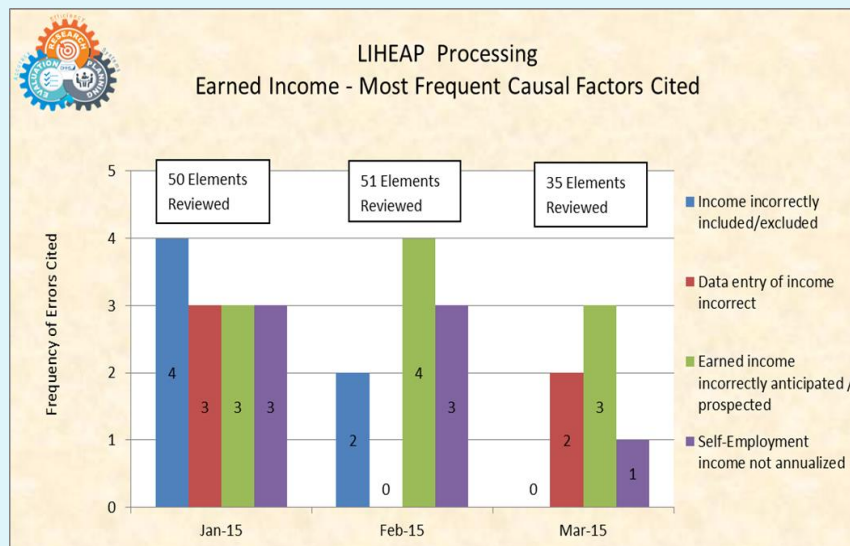**Action Items:**

Barriers:

Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.

Internal Review - LIHEAP Processing
Overall Case Accuracy Comparison

Internal Review - LIHEAP Processing
Overall Element Accuracy Comparison

Low Income Home Energy Assistance Program: Processing

Low-Income Home Energy Assistance Program: Change Management Program Case Reads

LIHEAP Change Management - Program Cases Reviewed

Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

Action Items:

Barriers:

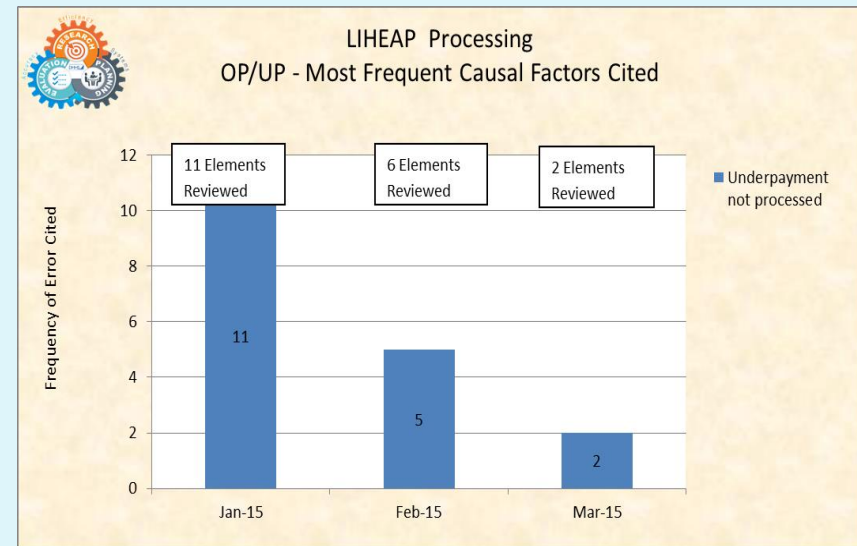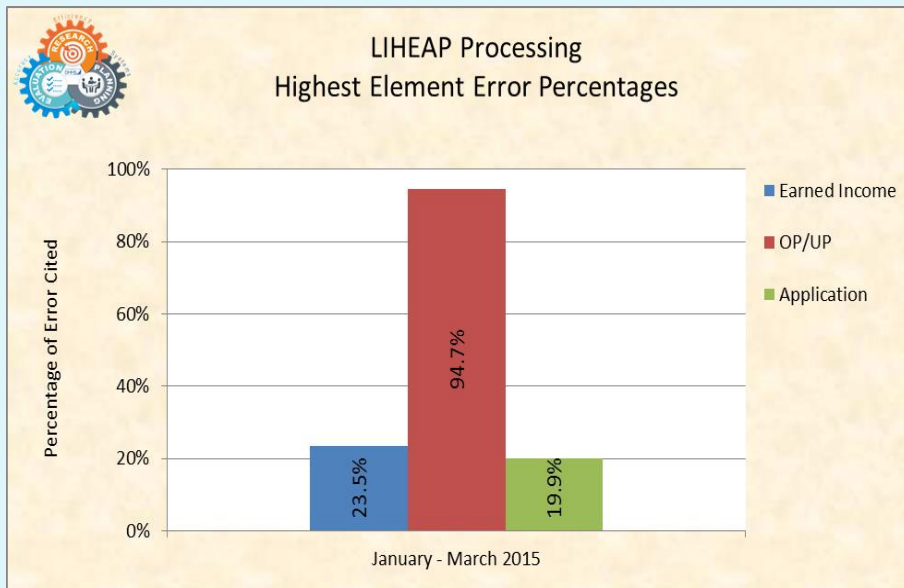**Goal Statement:** Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.
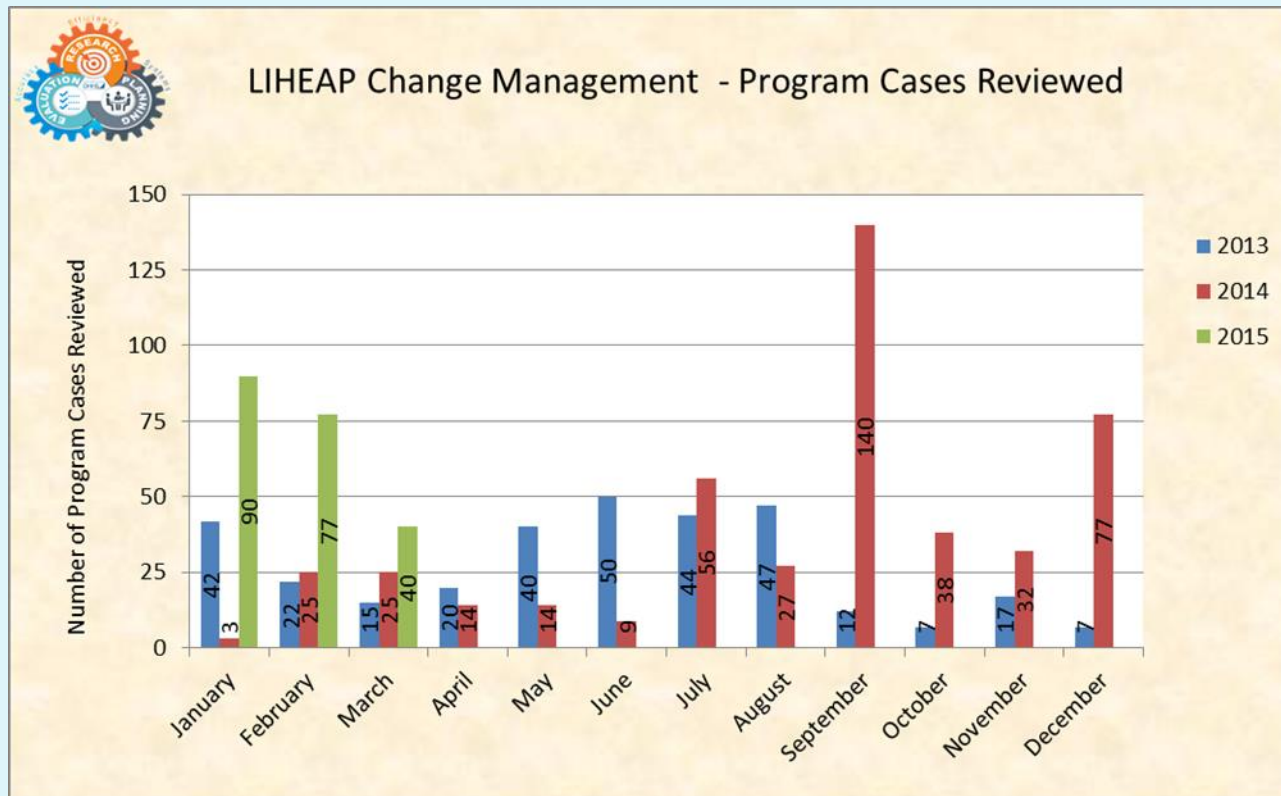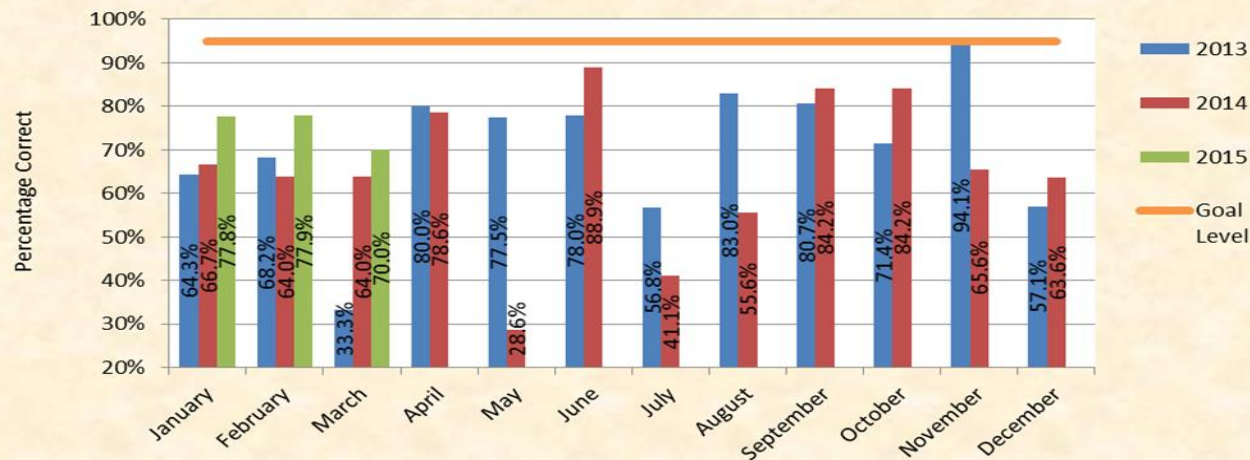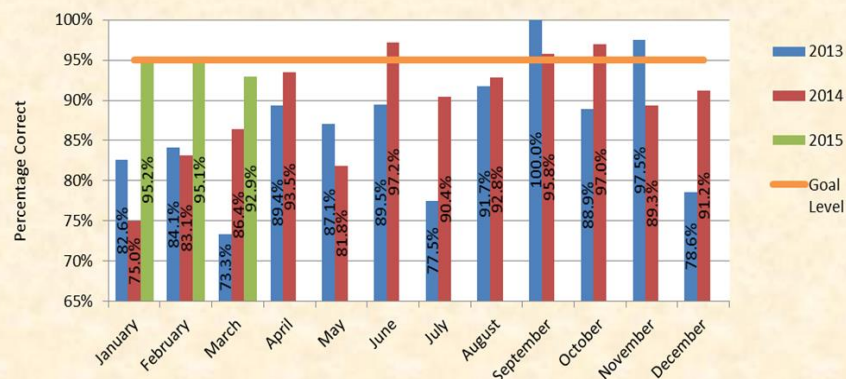
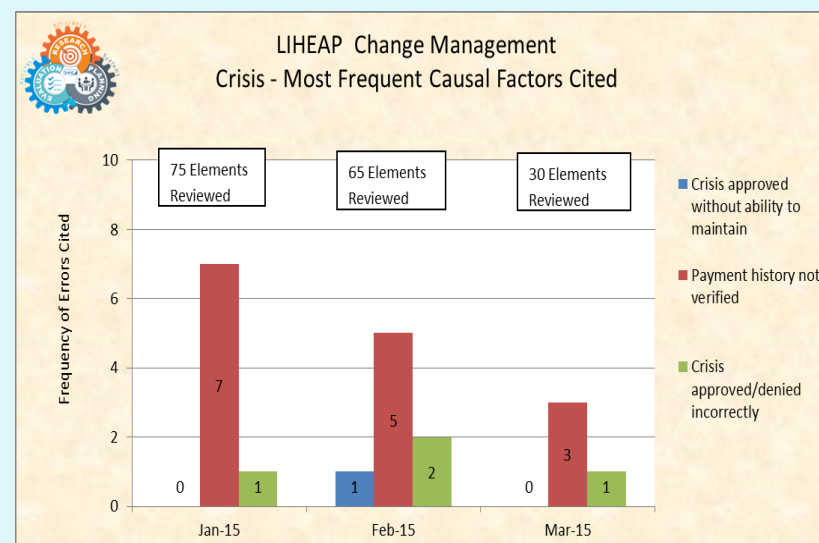# Low-Income Home Energy Assistance Program: Change Management

LIHEAP Change Management
Highest Element Error Percentages

LIHEAP Change Management
Application - Most Frequent Causal Factors Cited

LIHEAP Change Management
Crisis - Most Frequent Causal Factors Cited

Assistance to the Aged, Blind, or Disabled Payment Accuracy
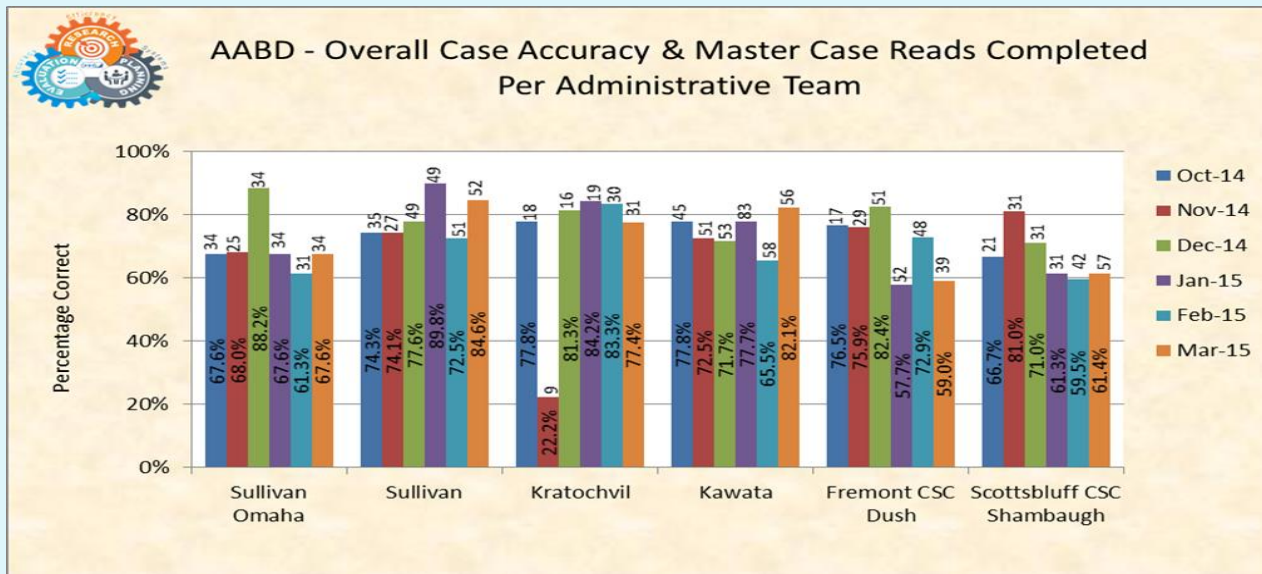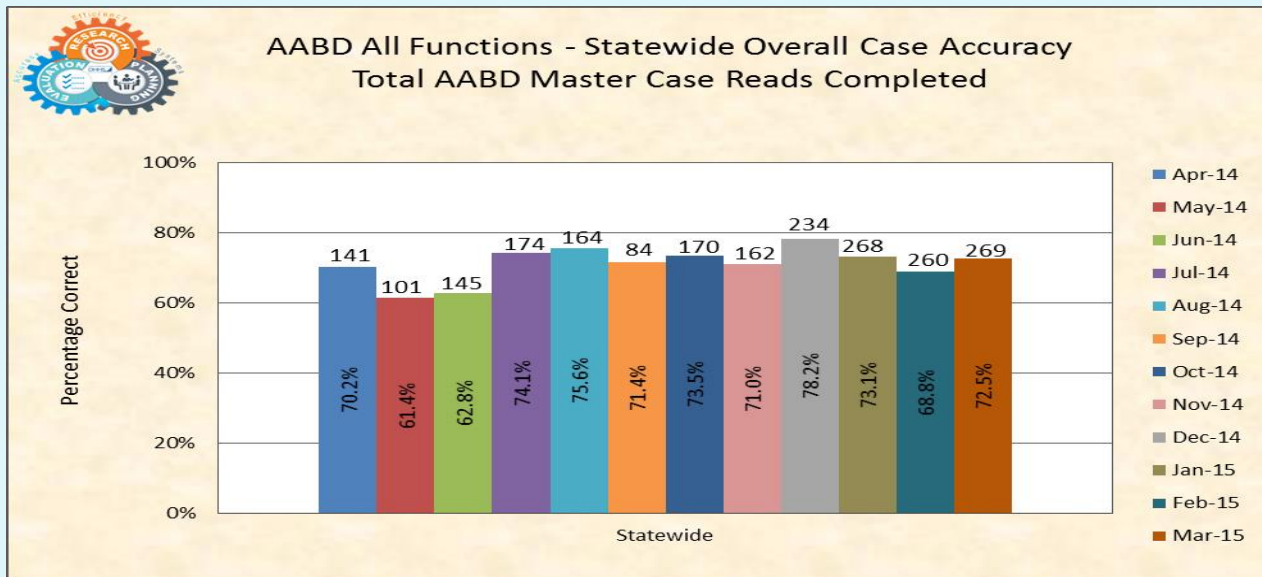
Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads
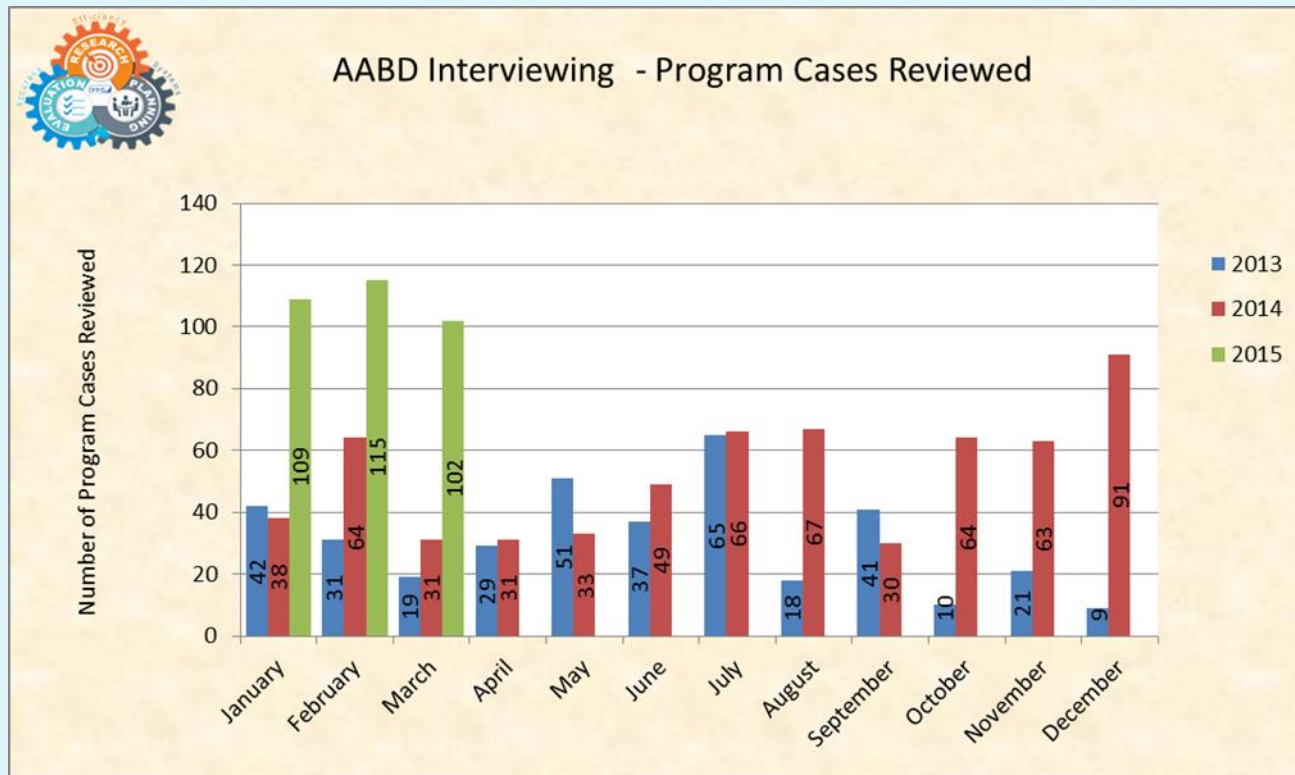
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Strengths/Accomplishments:
1. Effective 4/21/2015– DHHS will no longer require verification of shelter expenses.

Action Items:

Barriers:

Internal Review - AABD Interviewing
Overall Case Accuracy Comparison

Internal Review - AABD Interviewing
Overall Element Accuracy Comparison

Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads

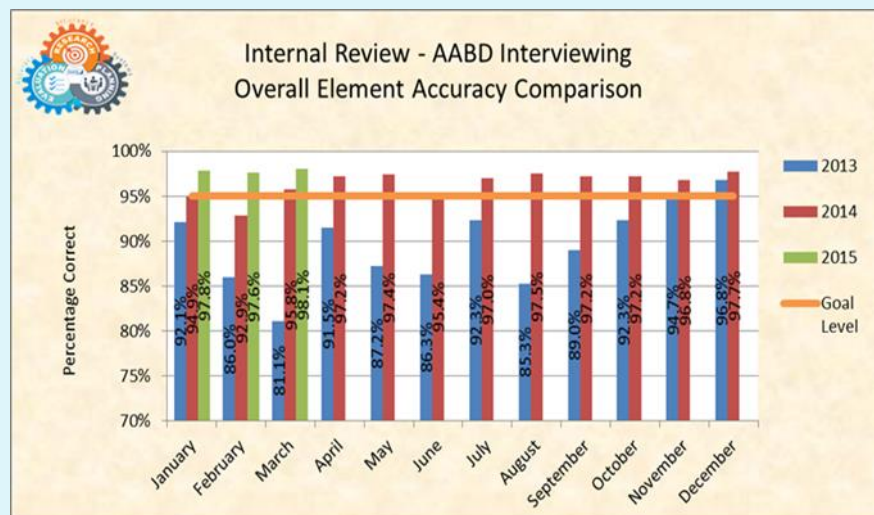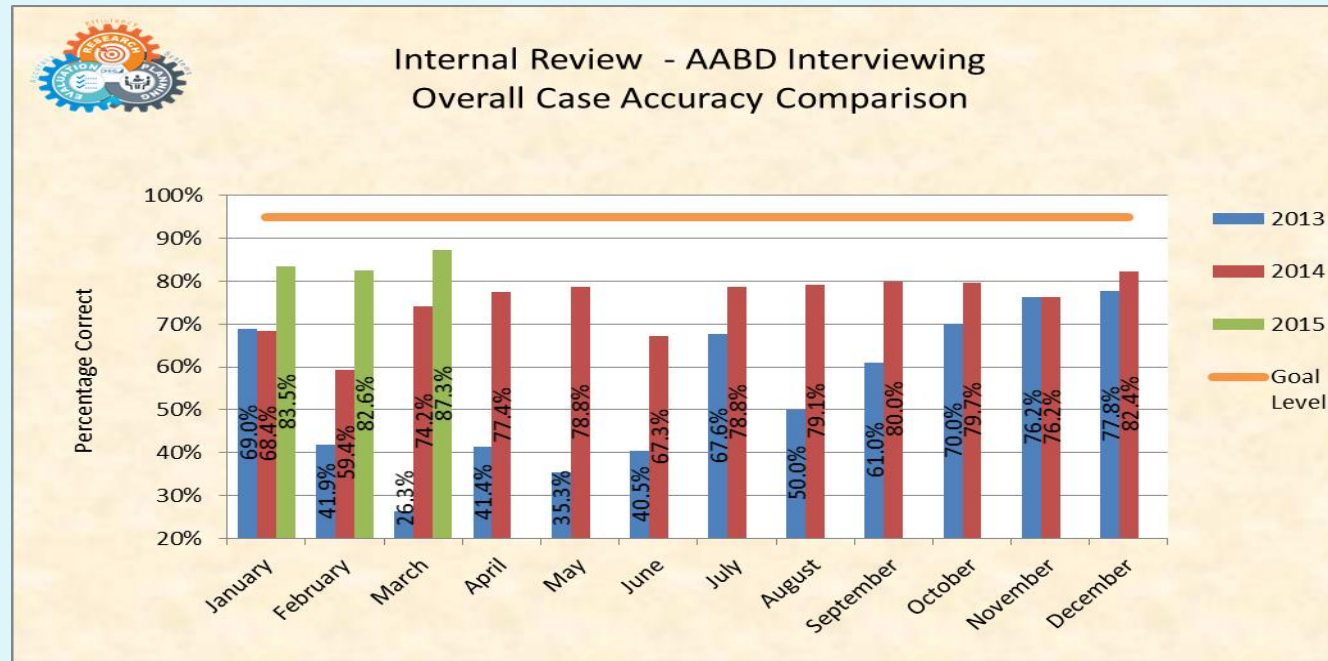## Assistance to the Aged, Blind, or Disabled Payment: Processing

Strengths/Accomplishments:
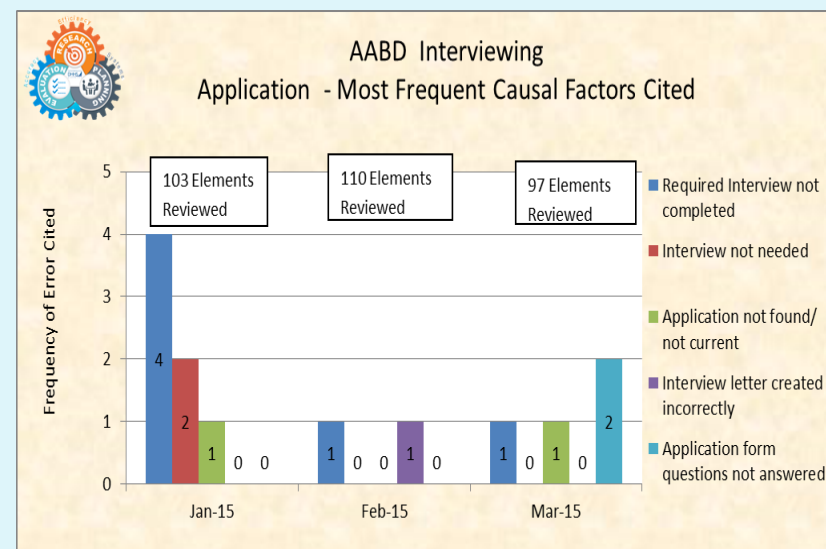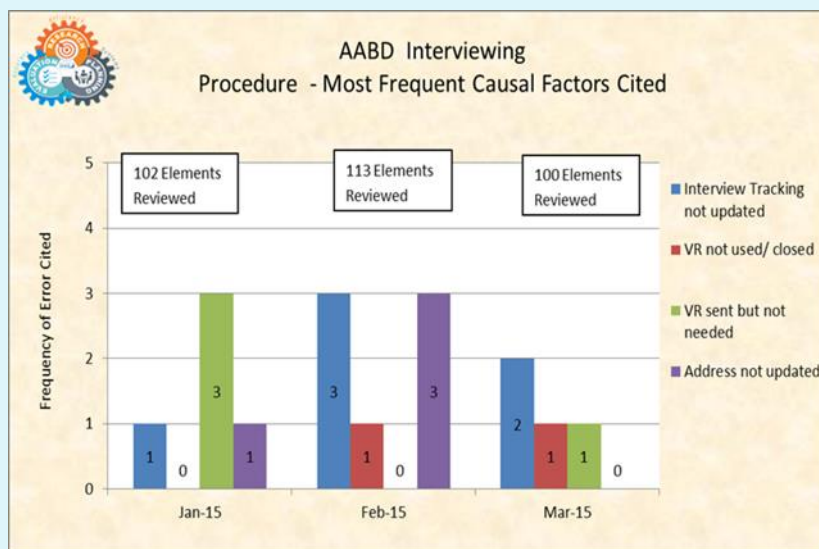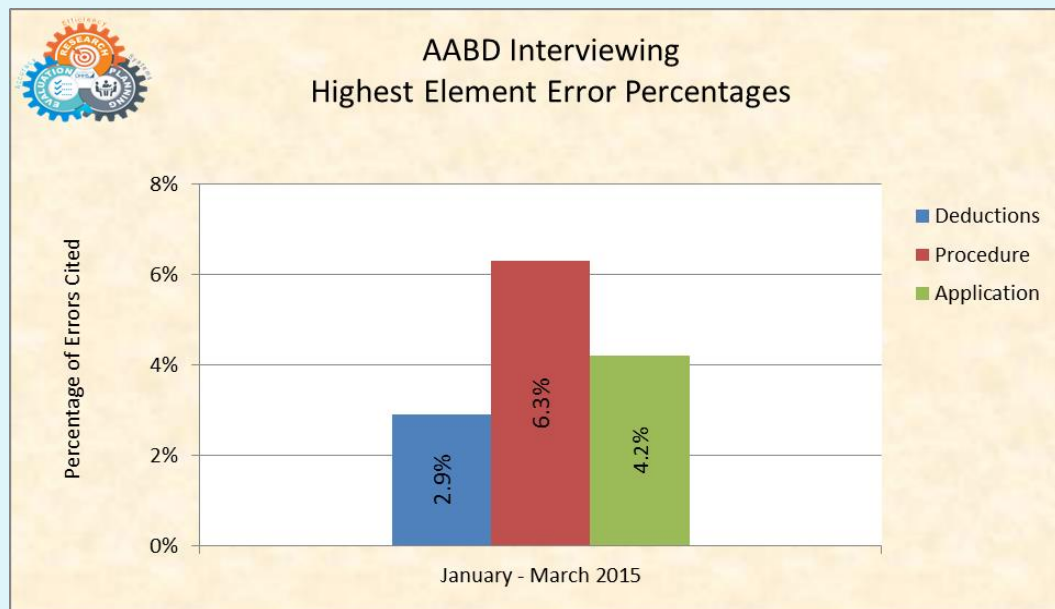1. Effective 4/21/2015– DHHS will no longer require verification of shelter expenses.
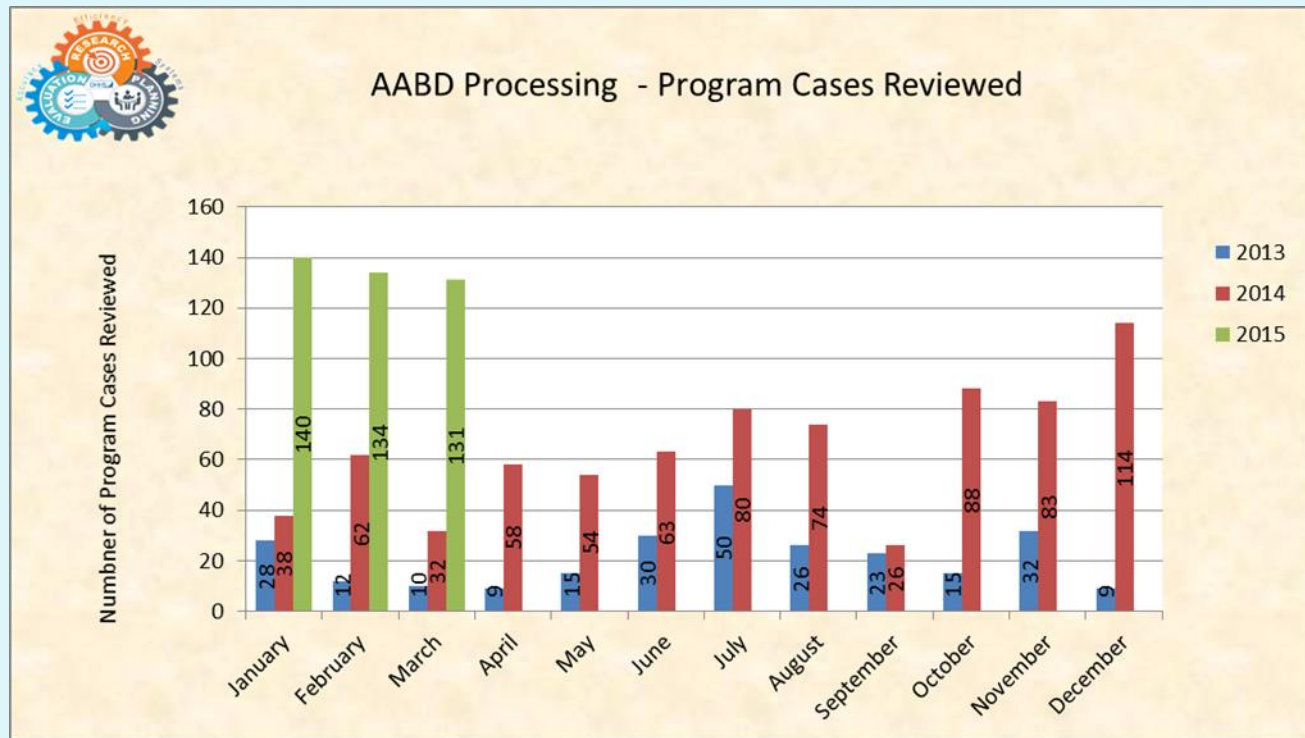
Action Items:

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Internal Review - AABD Processing
Overall Case Accuracy Comparison

Internal Review - AABD Processing
Overall Element Accuracy Comparison

Assistance to the Aged, Blind, or Disabled Payment: Processing

Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads

AABD Change Management - Program Cases Reviewed

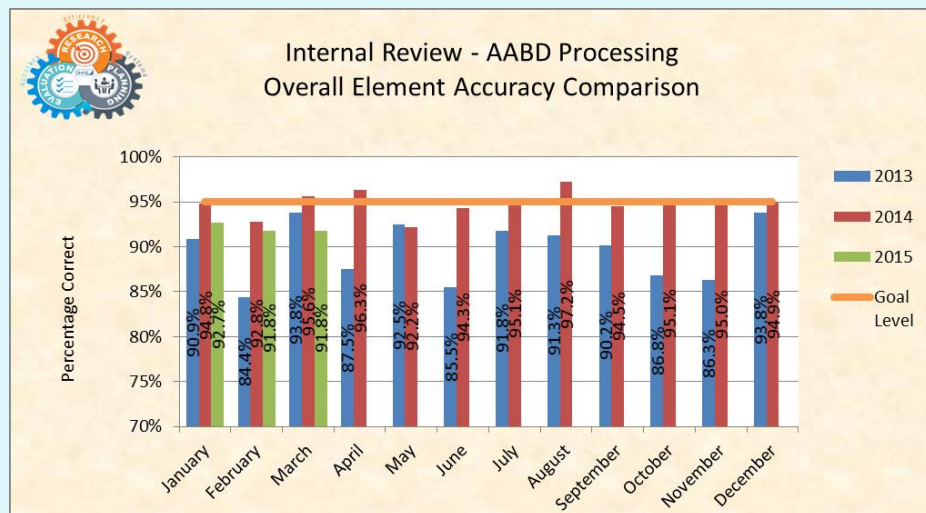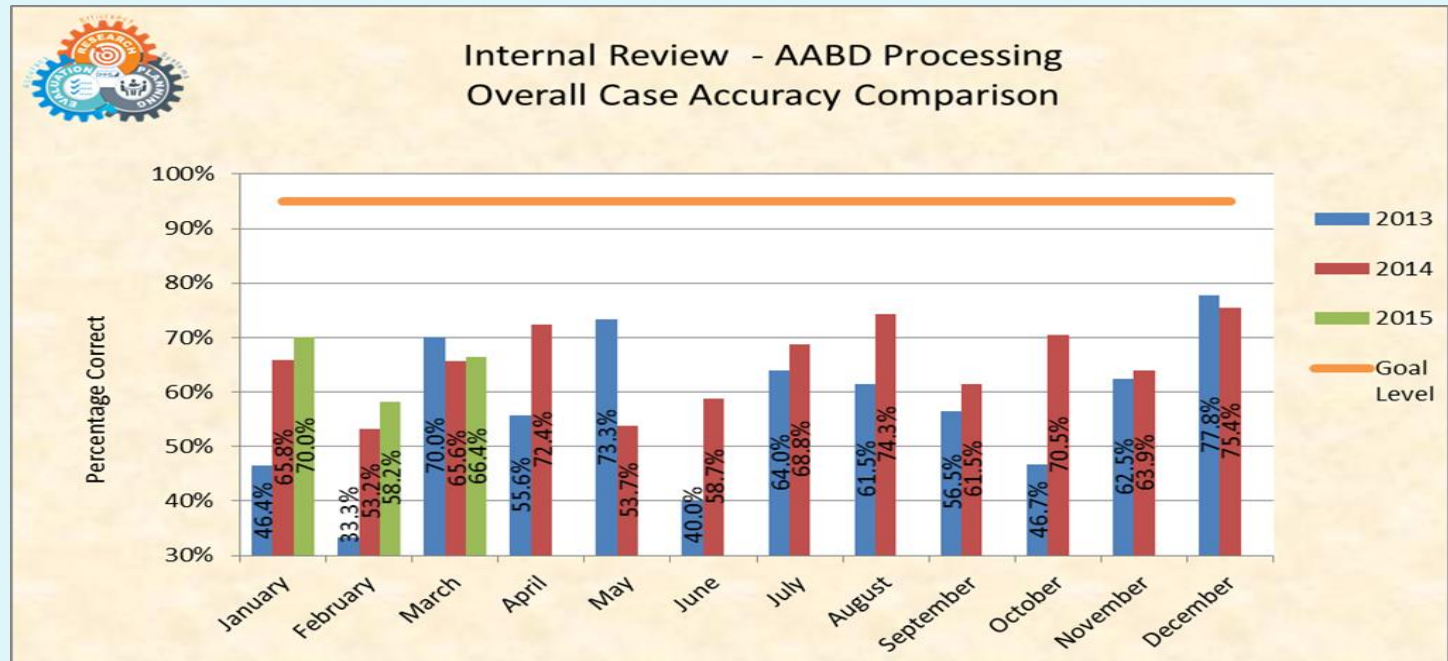## Assistance to the Aged, Blind, or Disabled Payment: Change Management

Strengths/Accomplishments:
1. Effective 4/21/2015– DHHS will no longer require verification of shelter expenses.
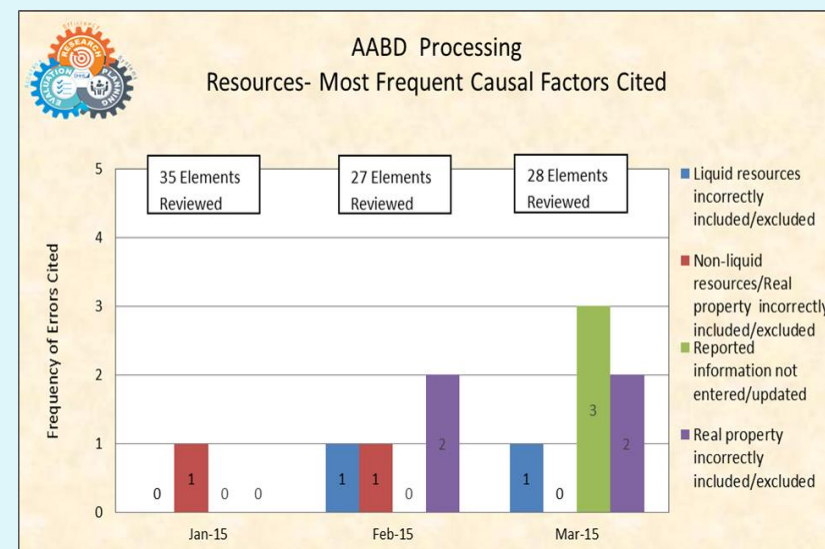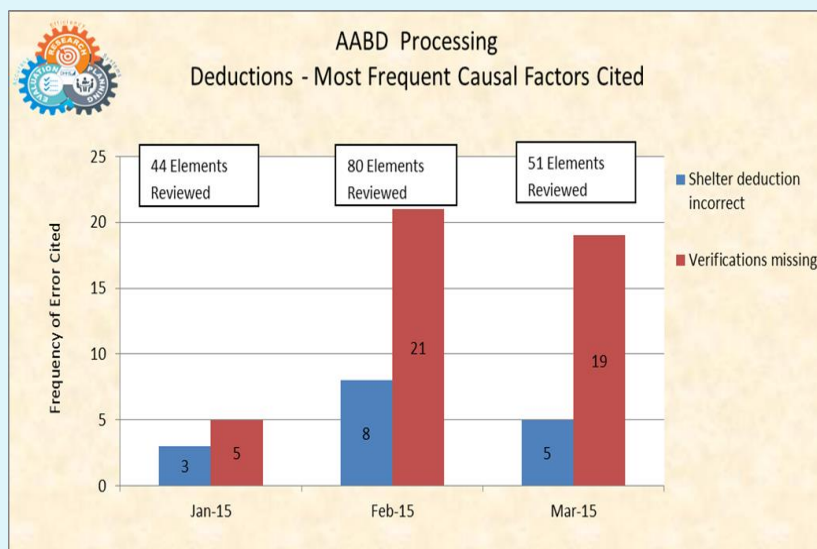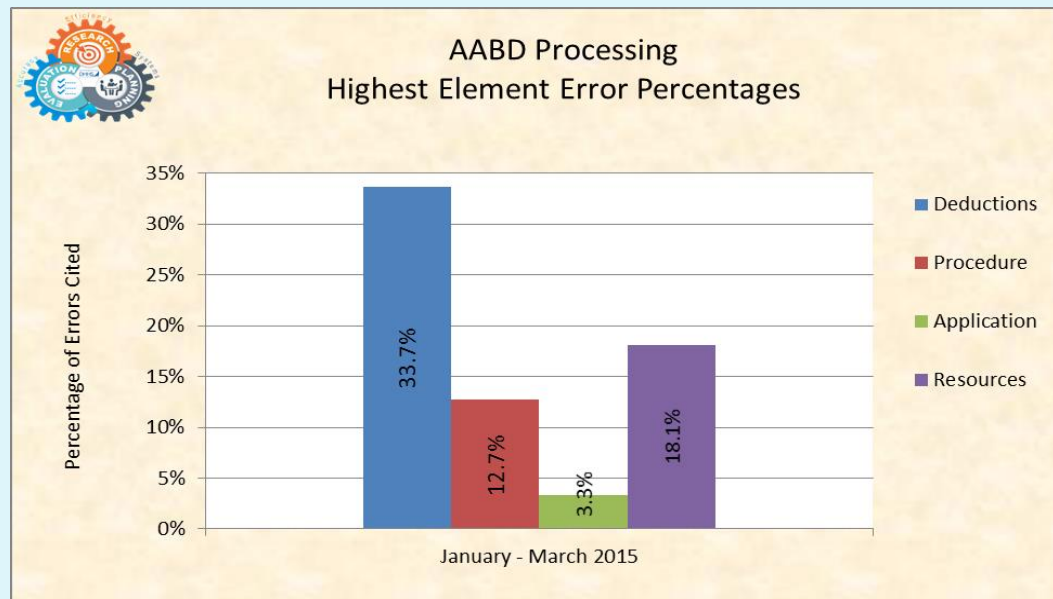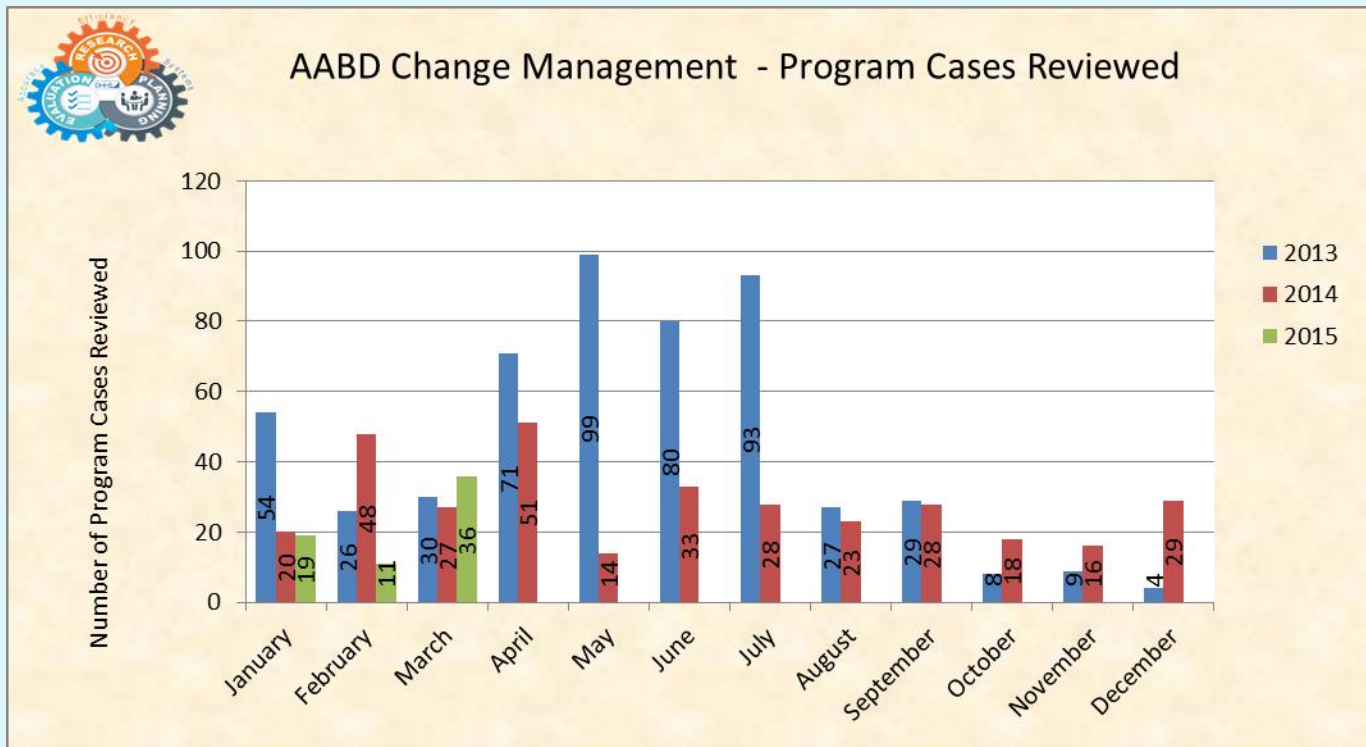
Action Items:

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Internal Review - AABD Change Management
Overall Case Accuracy Comparison

Internal Review - AABD Change Management
Overall Element Accuracy Comparison

Assistance to the Aged, Blind, or Disabled Payment: Change Management

Social Services for Aged and Disabled Adults Accuracy

Social Services for Aged and Disabled Adults Interviewing Program Case Reads
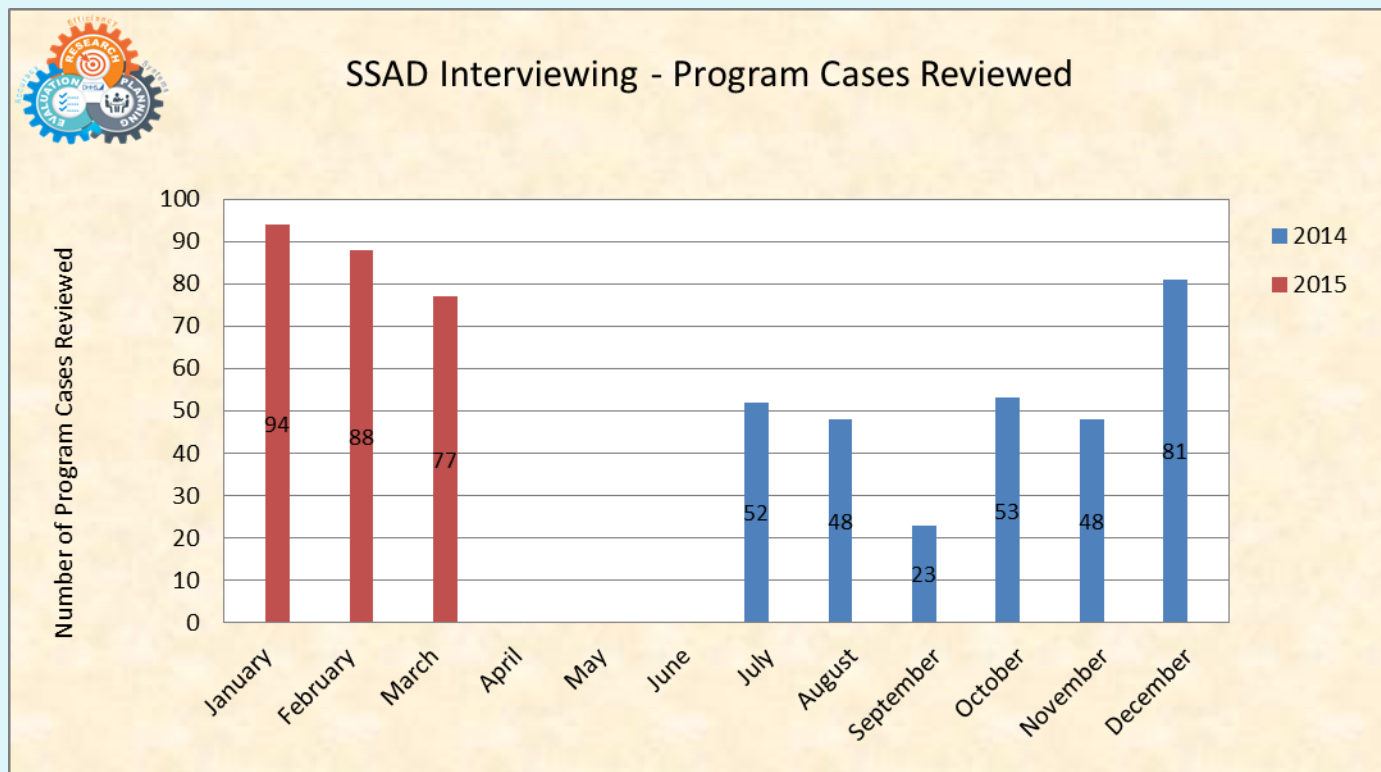
SSAD Interviewing - Program Cases Reviewed

Social Services for Aged and Disabled Adults: Interviewing

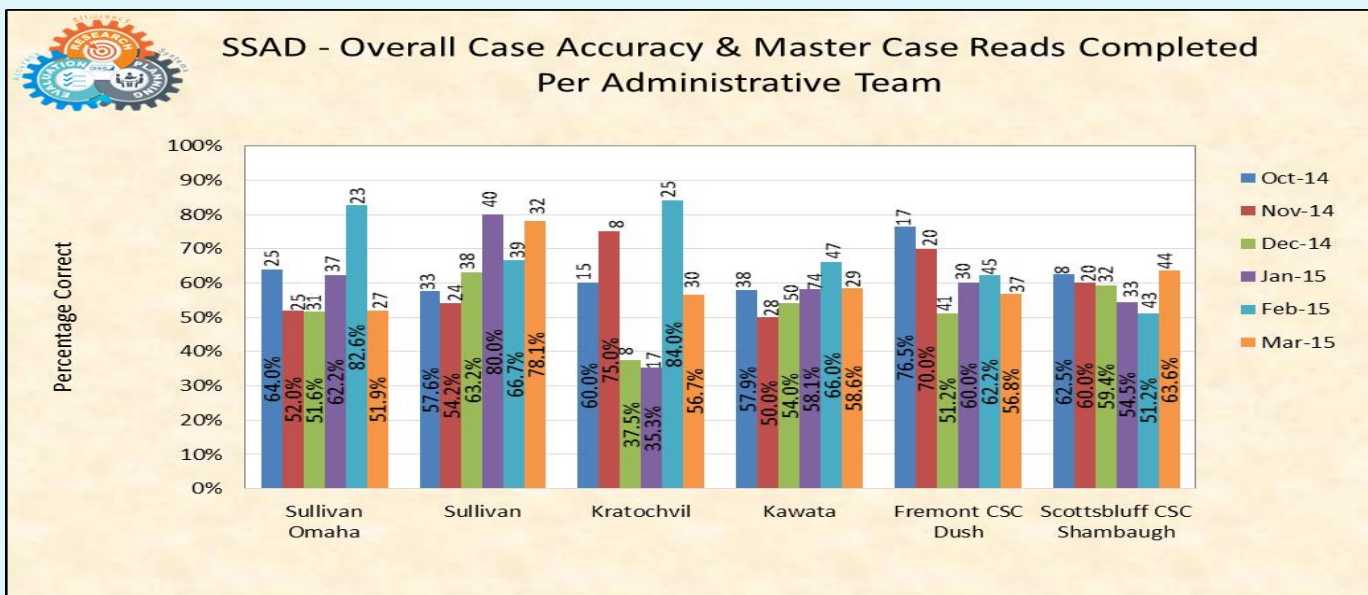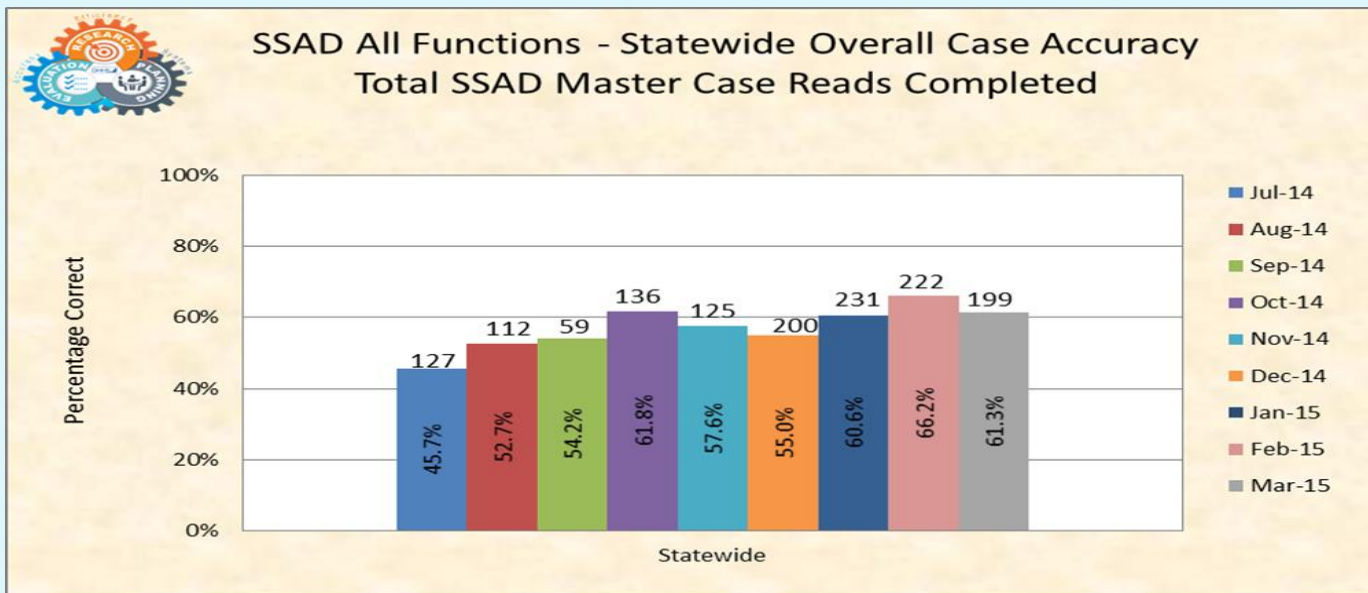**Strengths/Accomplishments:**

Action Items:

Barriers:

Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.

Internal Review - SSAD Interviewing
Overall Case Accuracy Comparison

Internal Review - SSAD Interviewing
Overall Element Accuracy Comparison

Social Services for Aged and Disabled Adults: Interviewing

Social Services for Aged and Disabled Adults Processing Program Case Reads

Social Services for Aged and Disabled Adults: Processing

Strengths/Accomplishments:

Action Items:

Barriers:

Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.
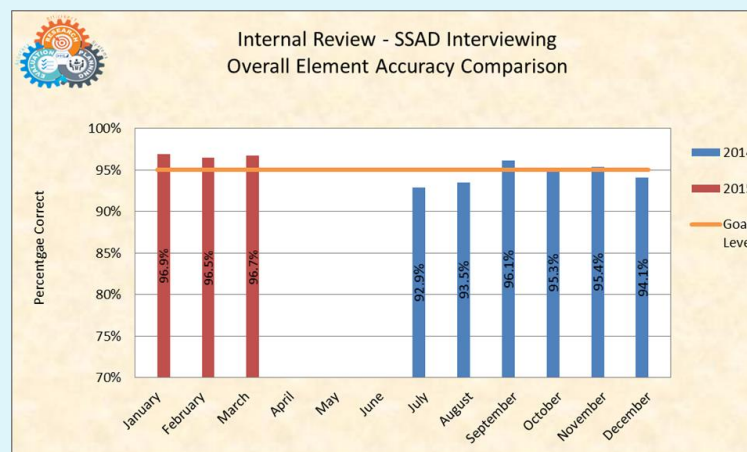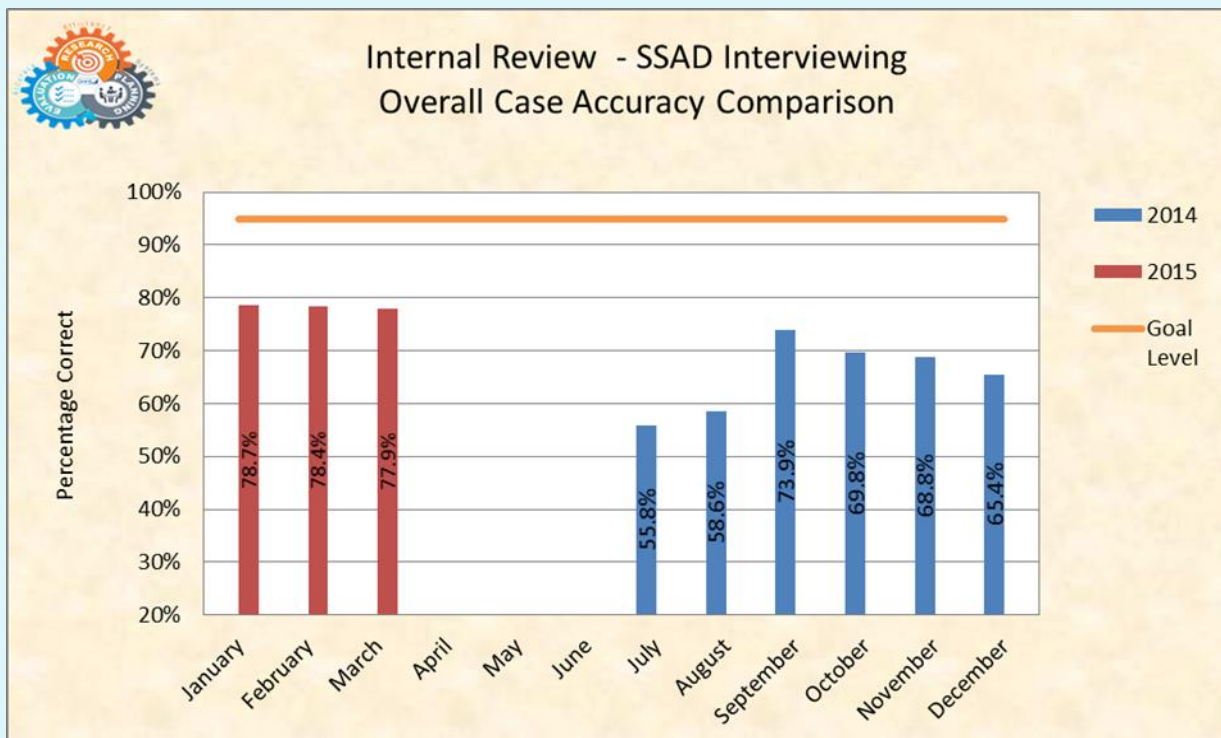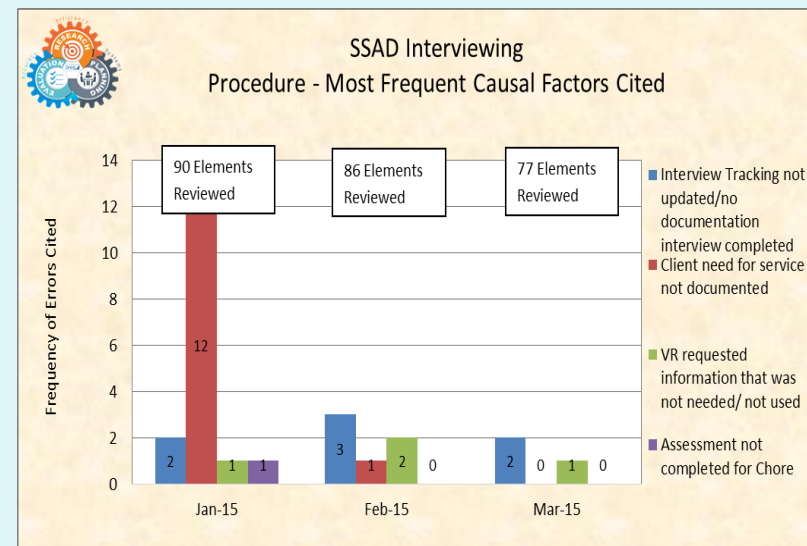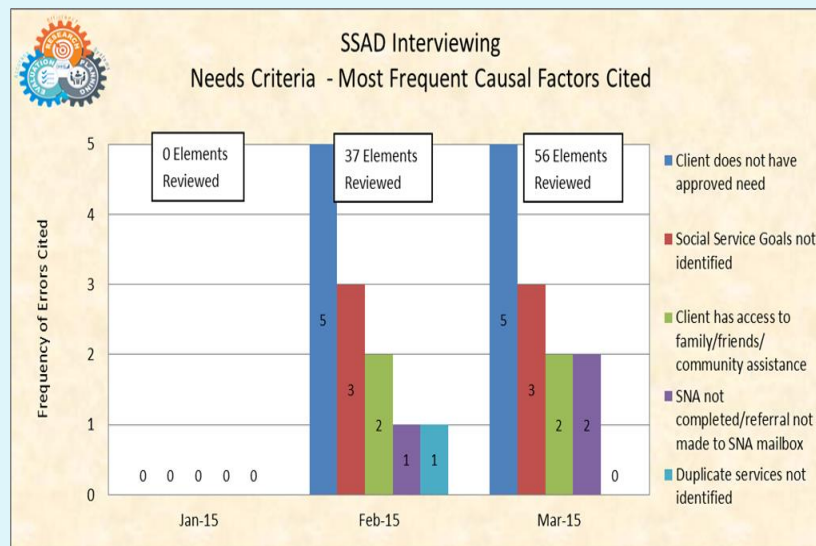

Internal Review - SSAD Processing
Overall Case Accuracy Comparison

Internal Review - SSAD Processing
Overall Element Accuracy Comparison

Social Services for Aged and Disabled Adults: Processing

SSAD Processing
Highest Element Error Percentages

SSAD Processing
Authorization - Most Frequent Causal Factors Cited
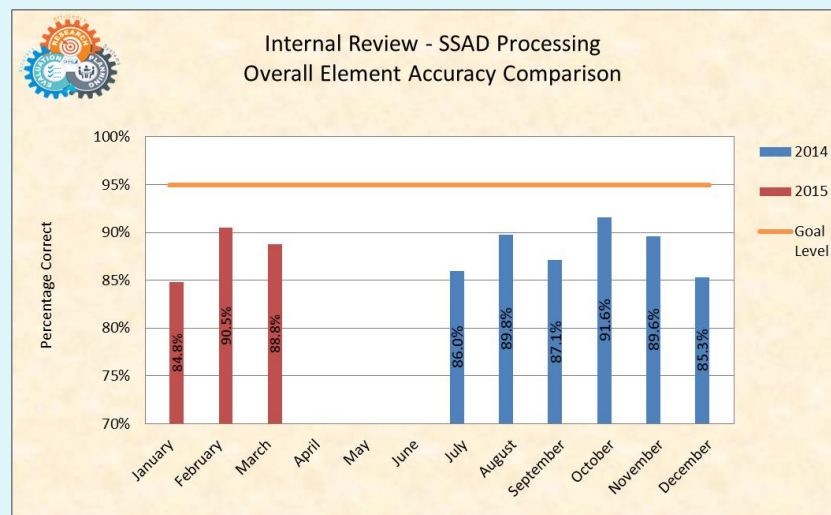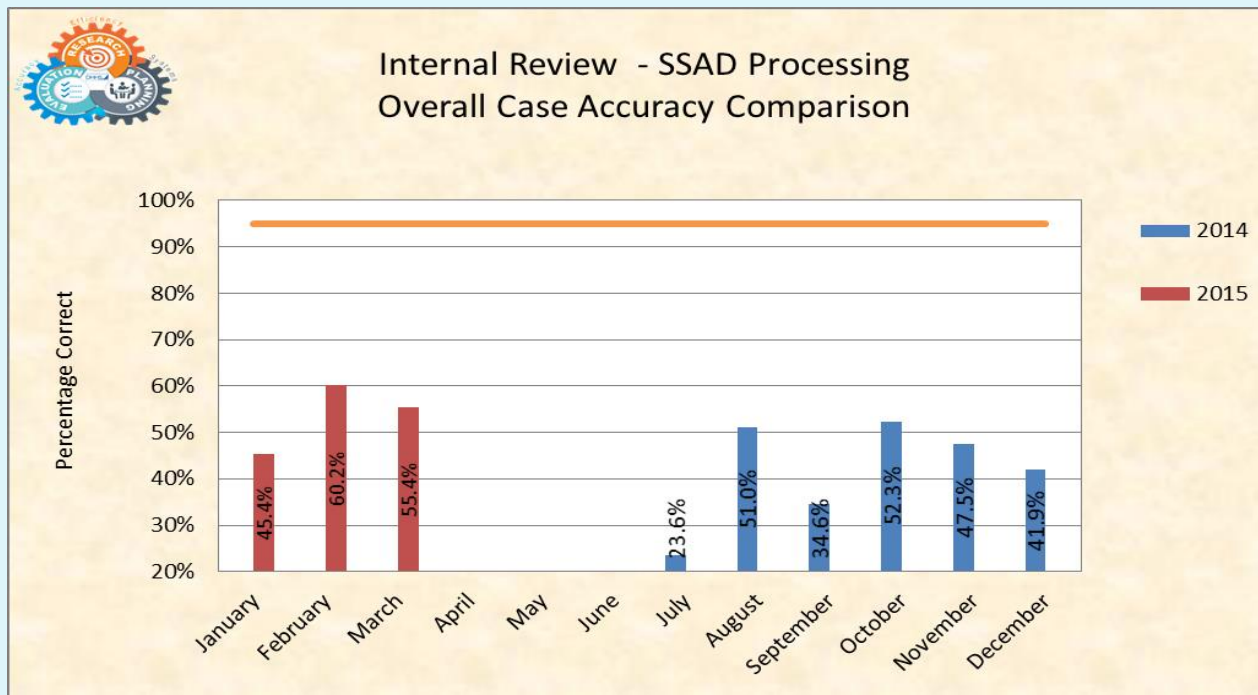
SSAD Processing
Notice - Most Frequent Causal Factors Cited

Social Services for Aged and Disabled Adults: Change Management Case Reads

Social Services for Aged and Disabled Adults: Change Management
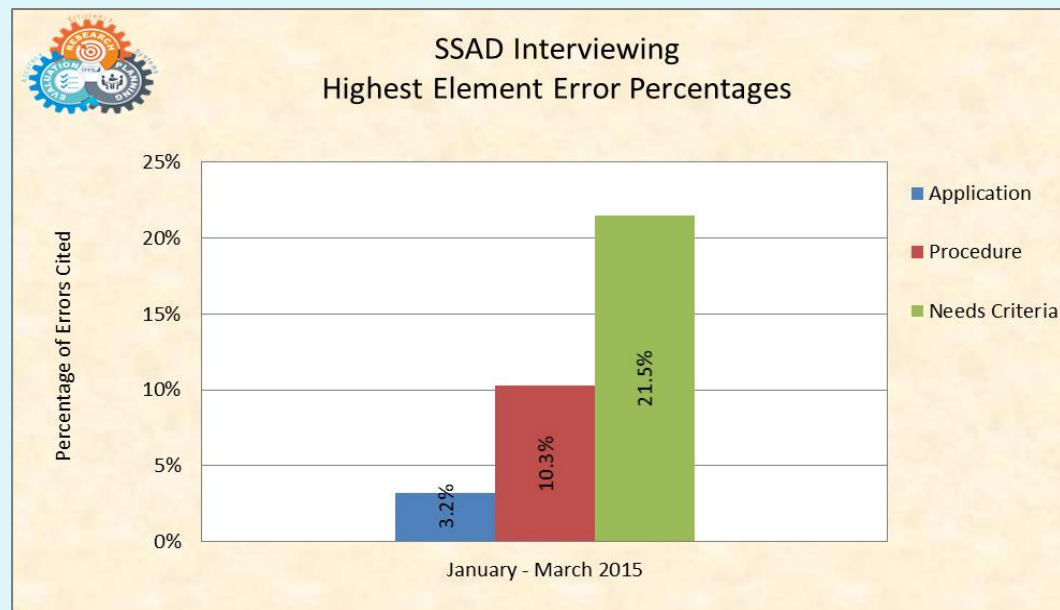
Strengths/Accomplishments:
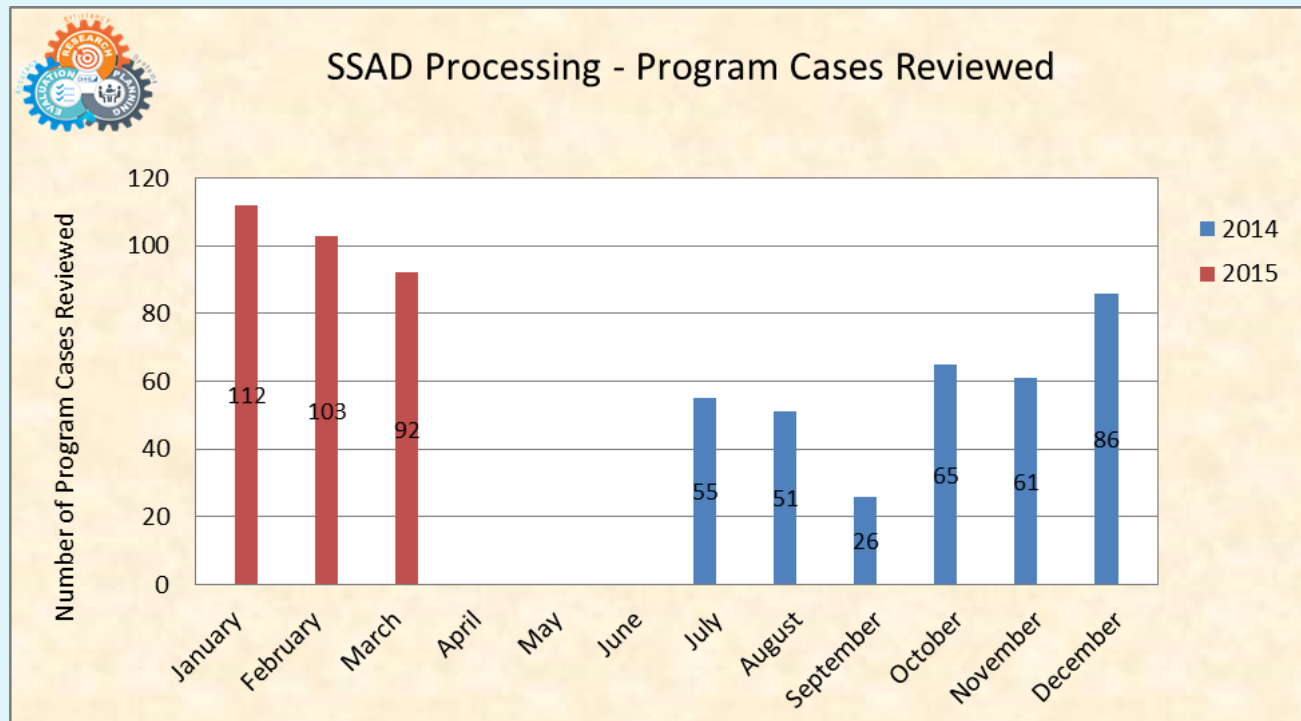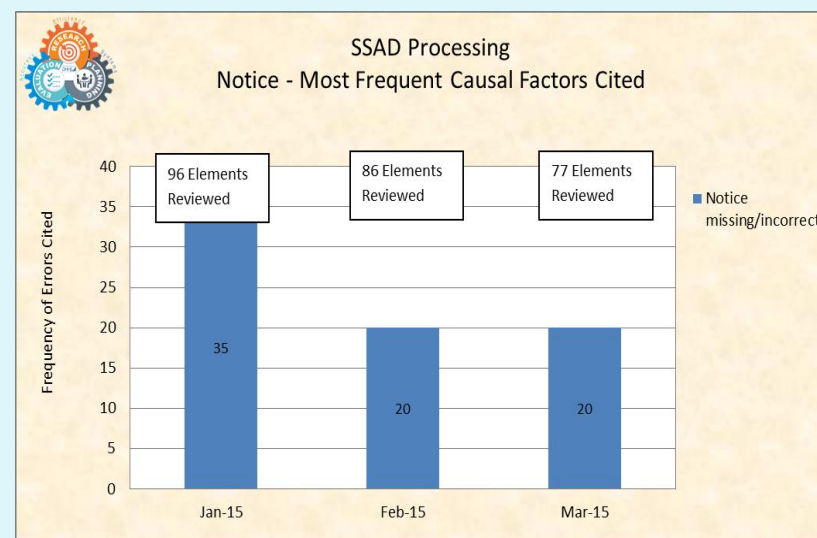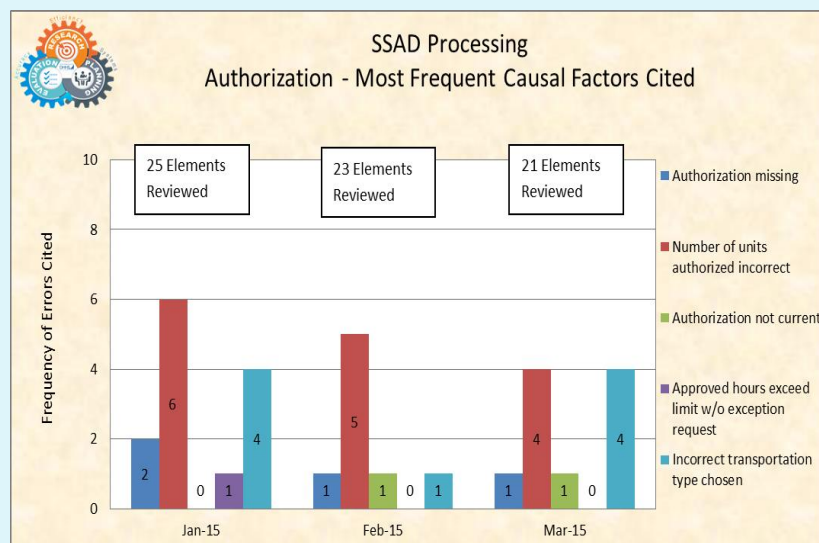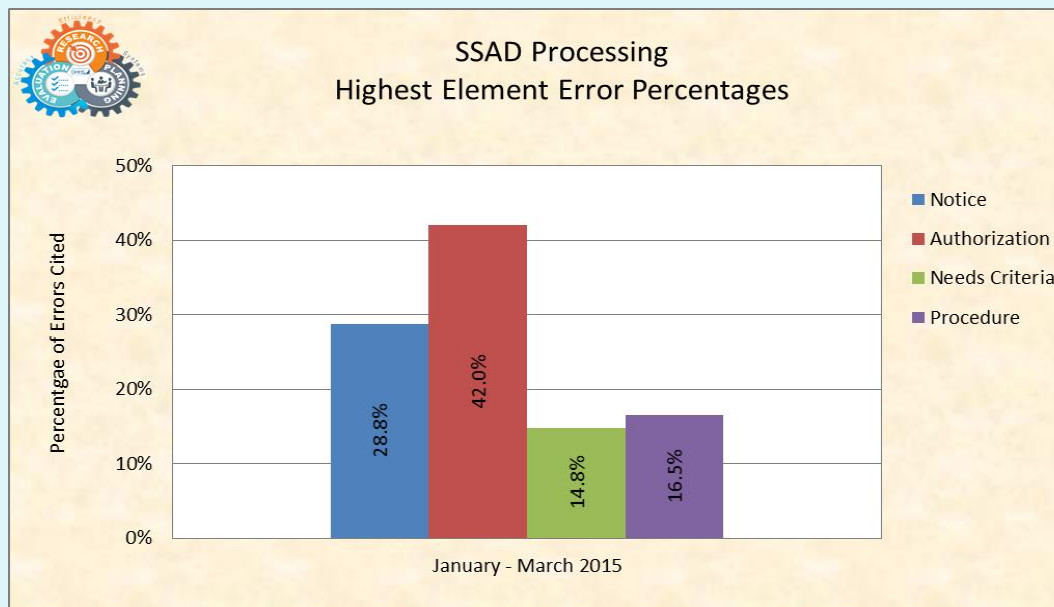
Action Items:

Barriers:

Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.
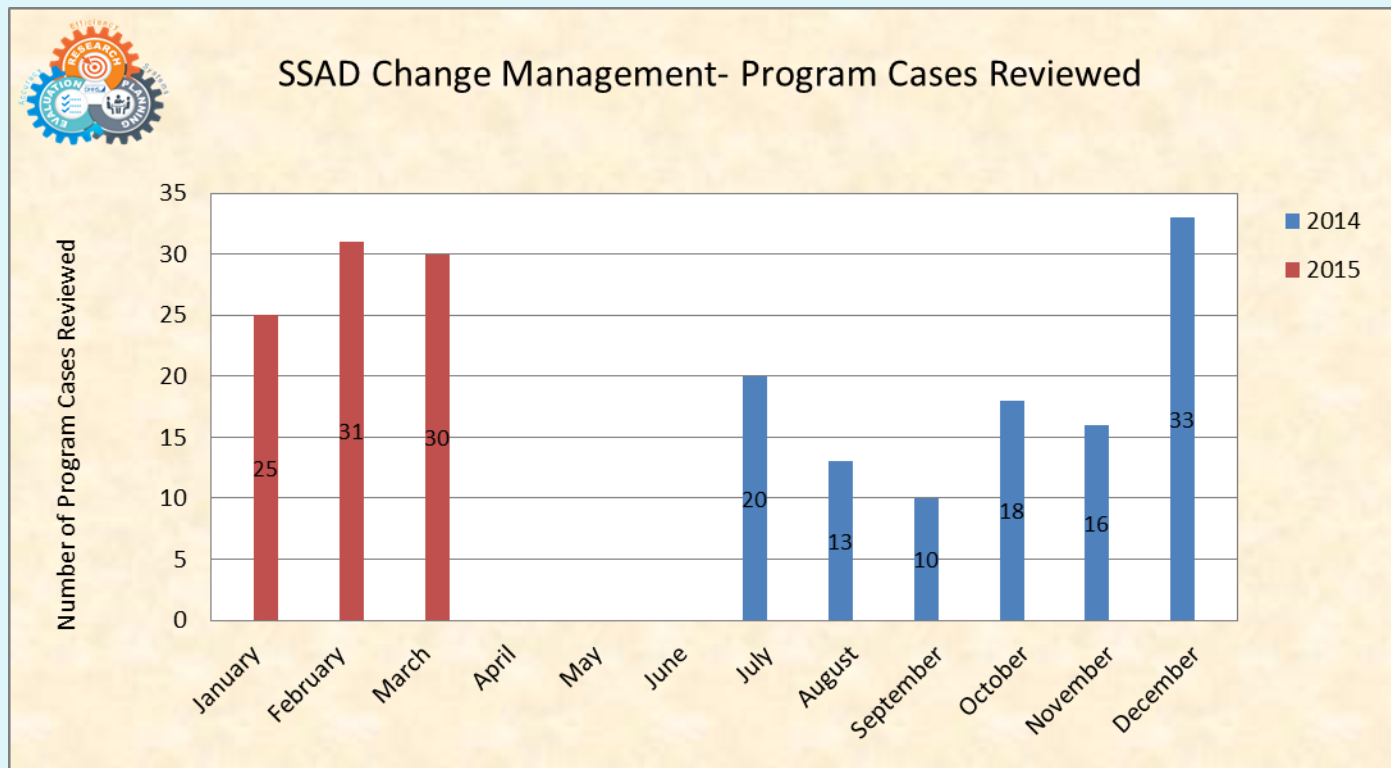

Internal Review - SSAD Change Management Overall Case Accuracy Comparison

Internal Review - SSAD Change Management Overall Element Accuracy Comparison

Social Services for Aged and Disabled Adults: Change Management

SSAD Change Management
Highest Element Error Percentages

SSAD Change Management
Notice - Most Frequent Causal Factors Cited
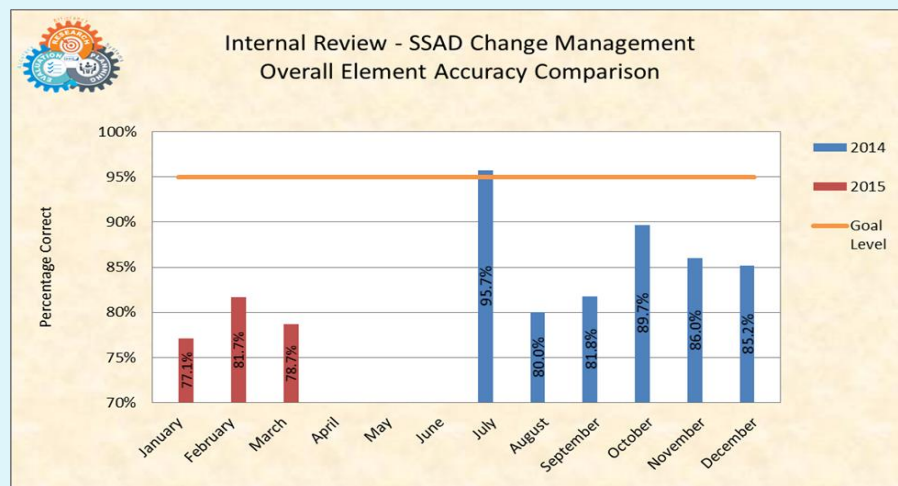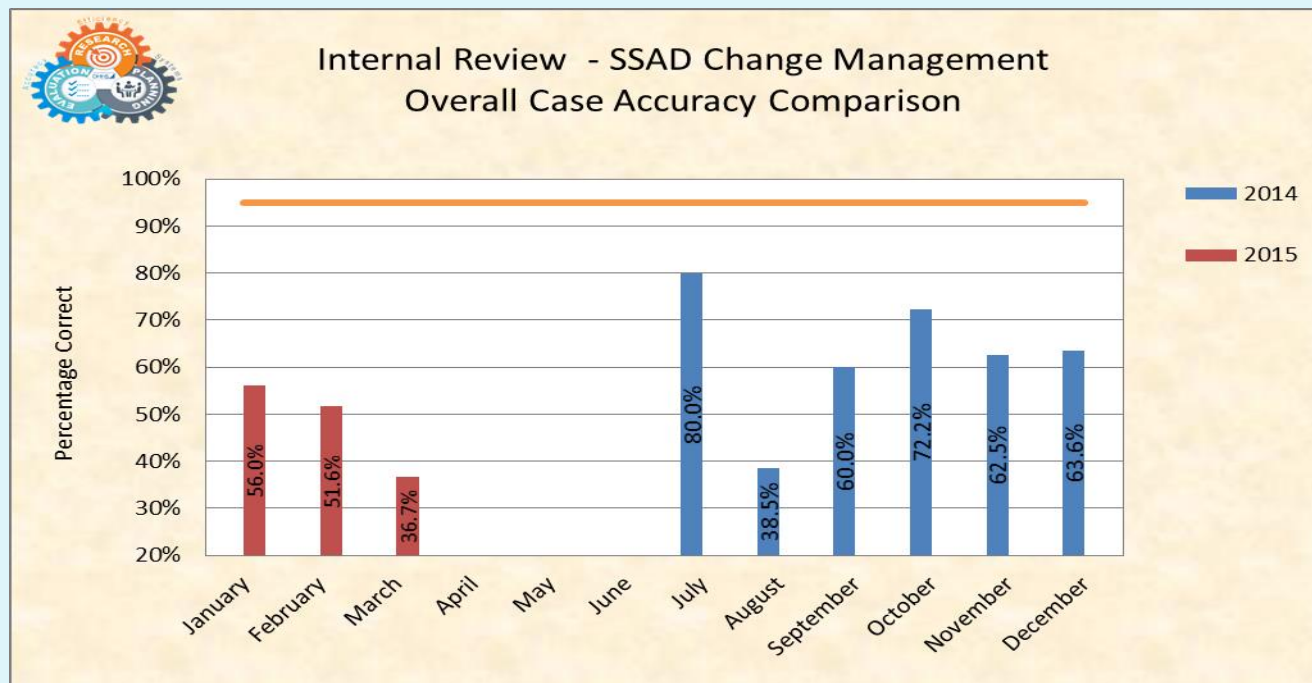
SSAD Change Management
Authorization - Most Frequent Causal Factors Cited
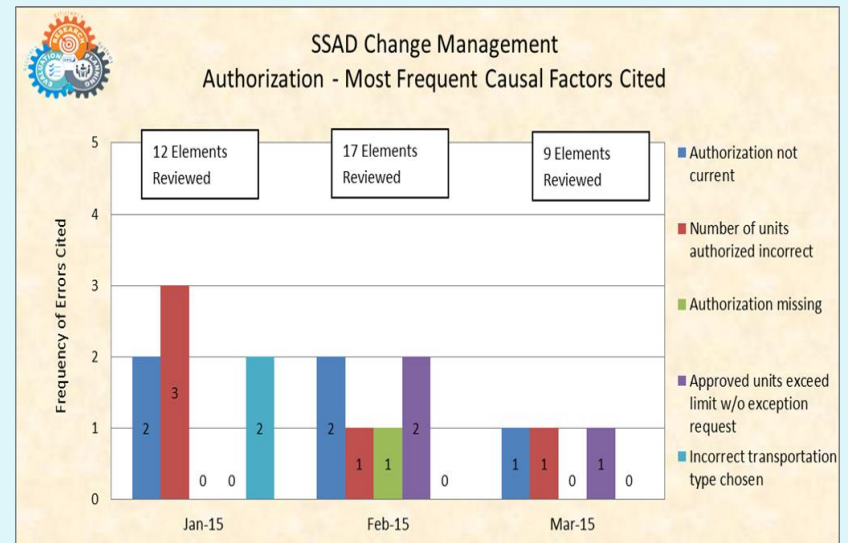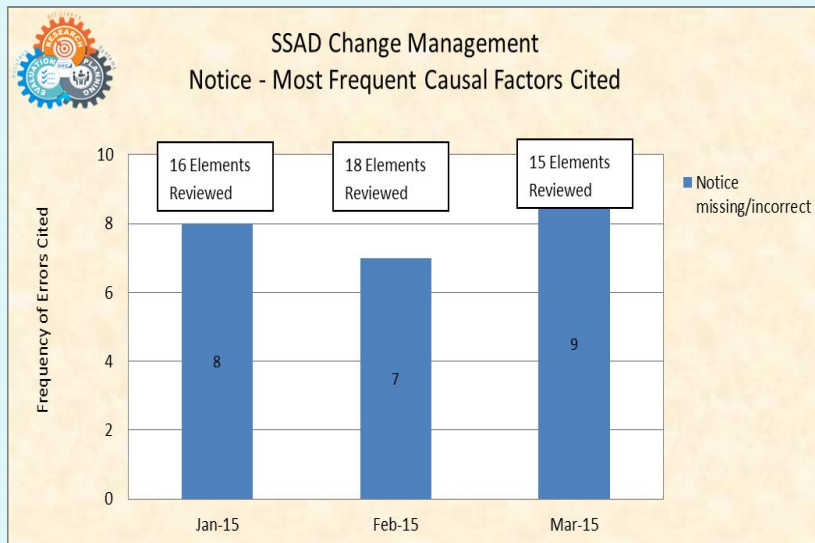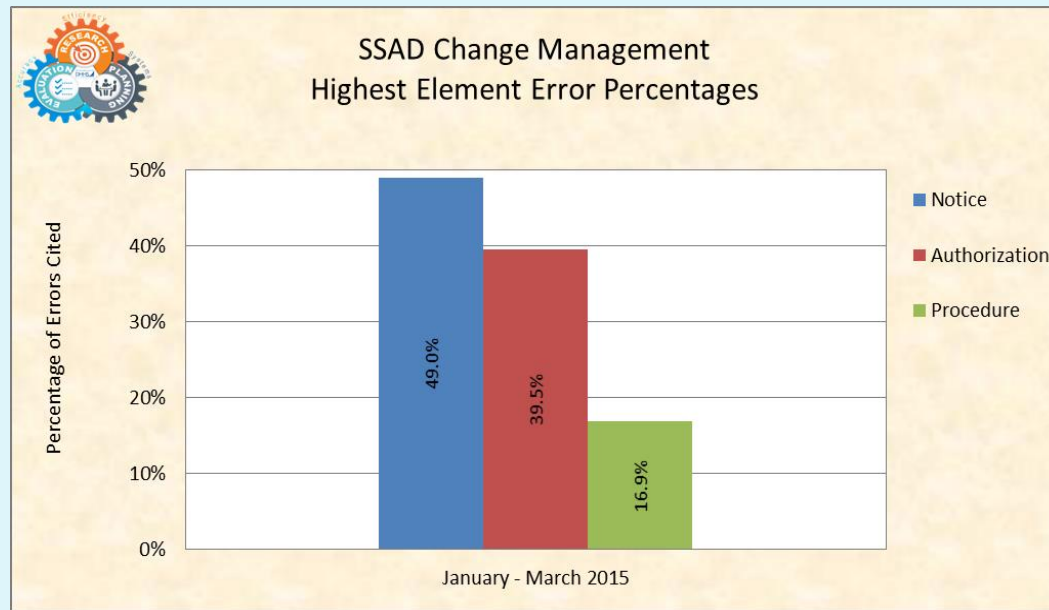
Total Case Reviews Completed

Economic Assistance Case Reads Per Month
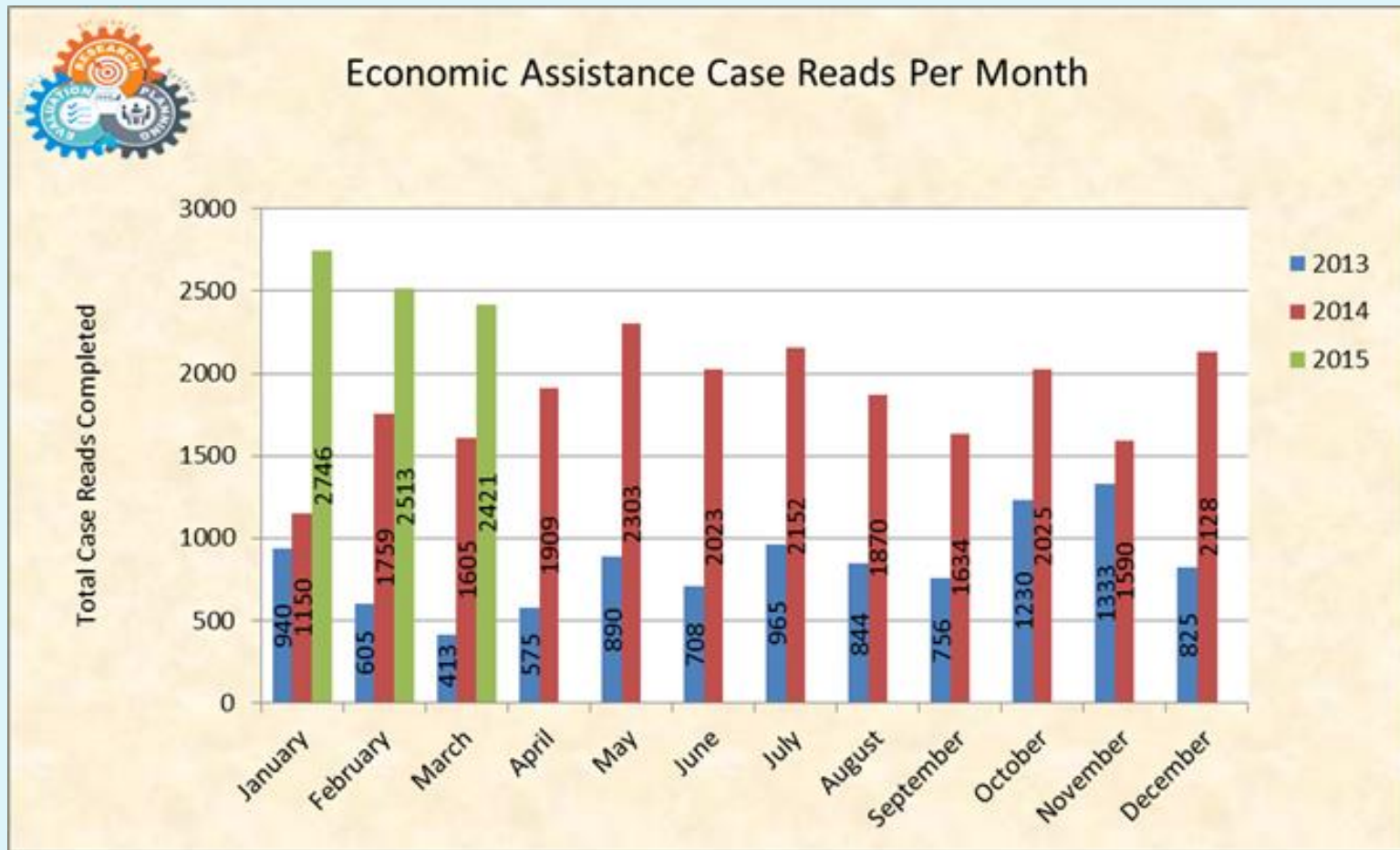
CHAPTER 4: PHONE OBSERVATION

Outcome Statement: Children and Family Services Economic Assistance Constituents will receive quality customer service.

Goal Statement: Continually review phone observations, then measure and report CFS processing performance.

Phone Observations

Phone Observations

Phone Observations

CHAPTER 5: WORKFORCE STABILITY

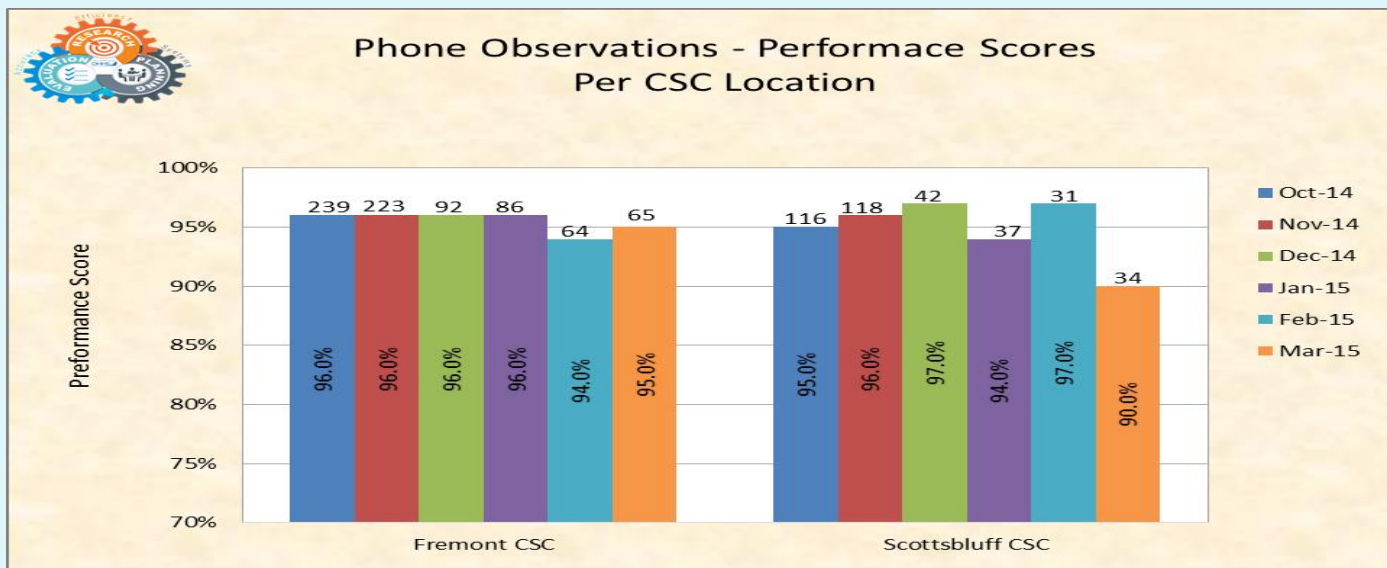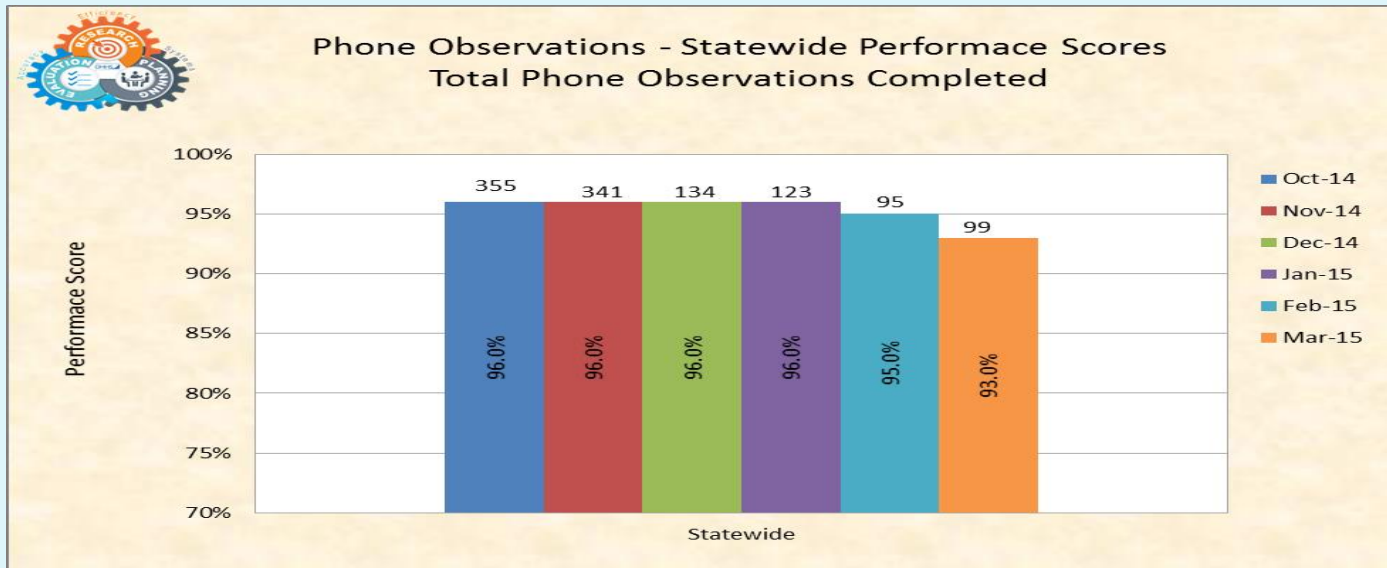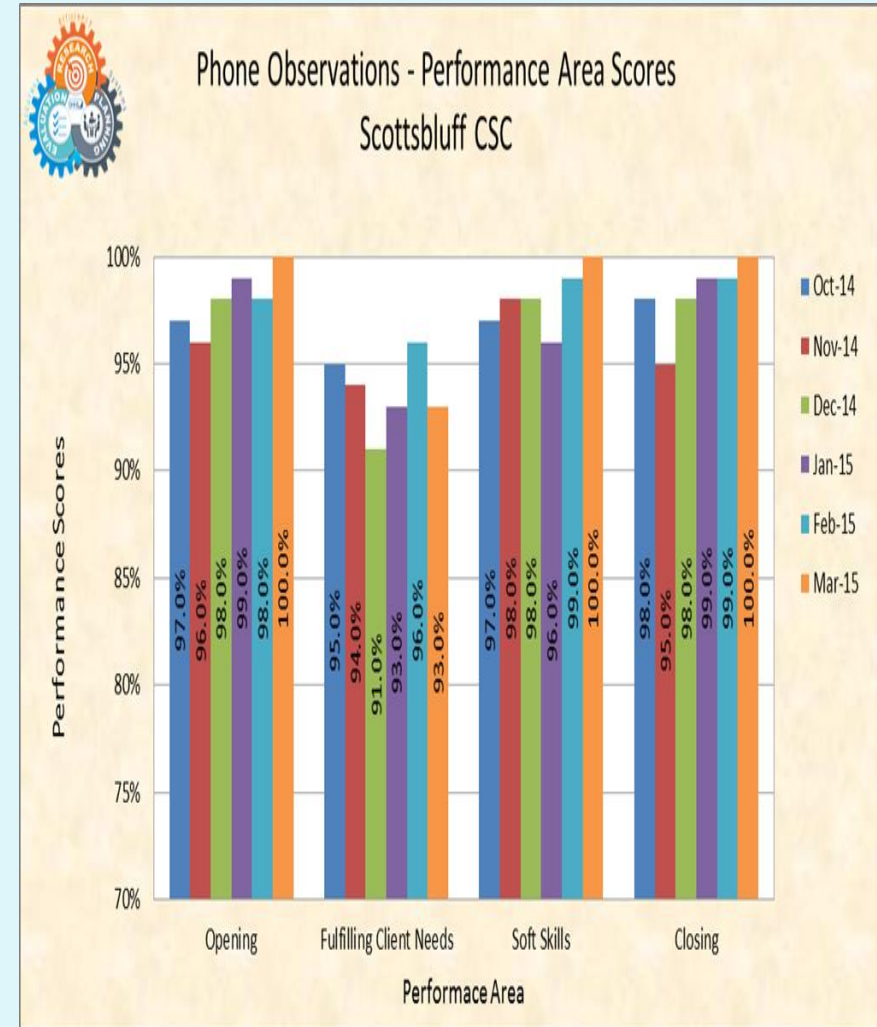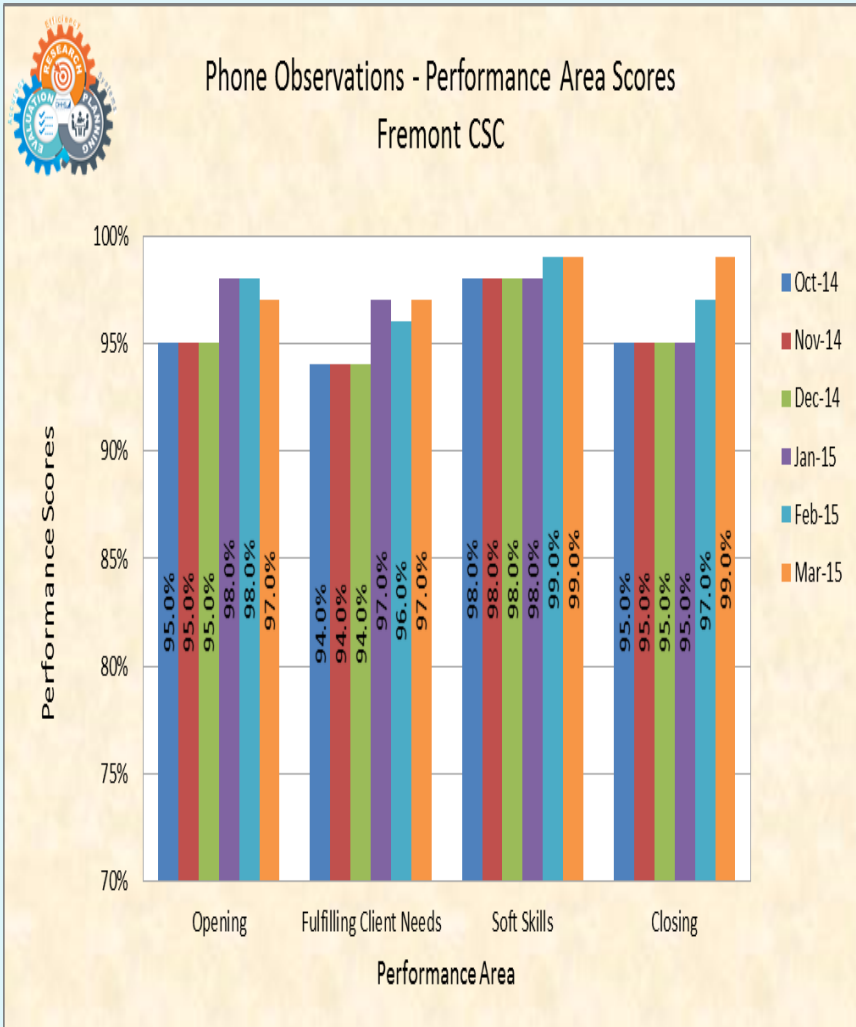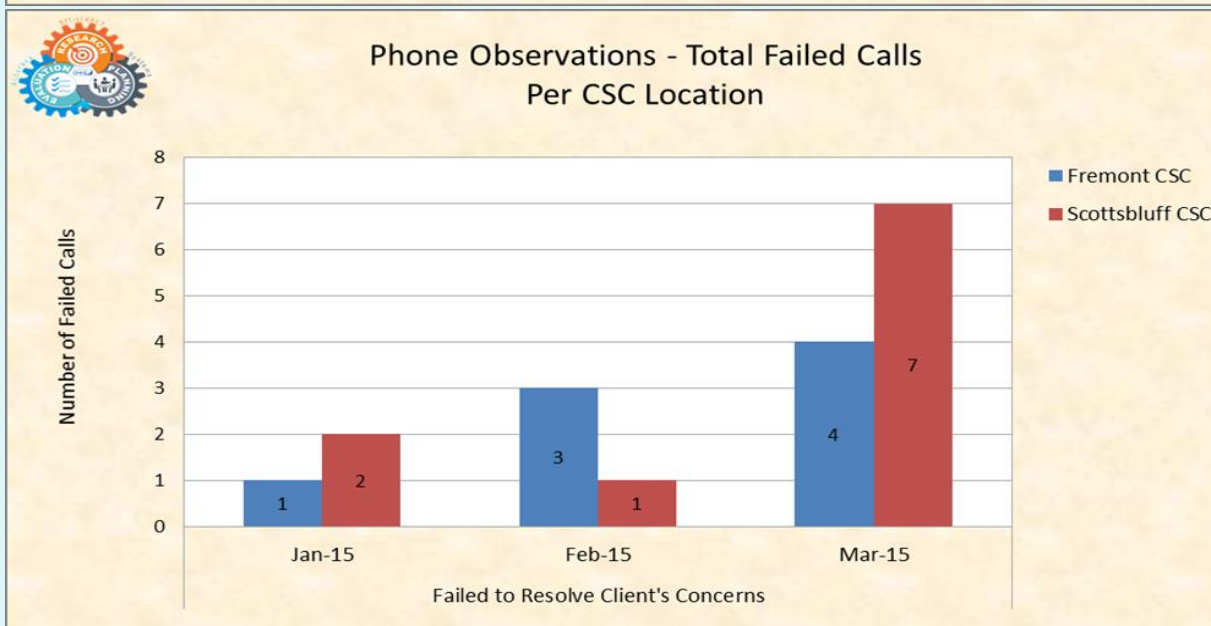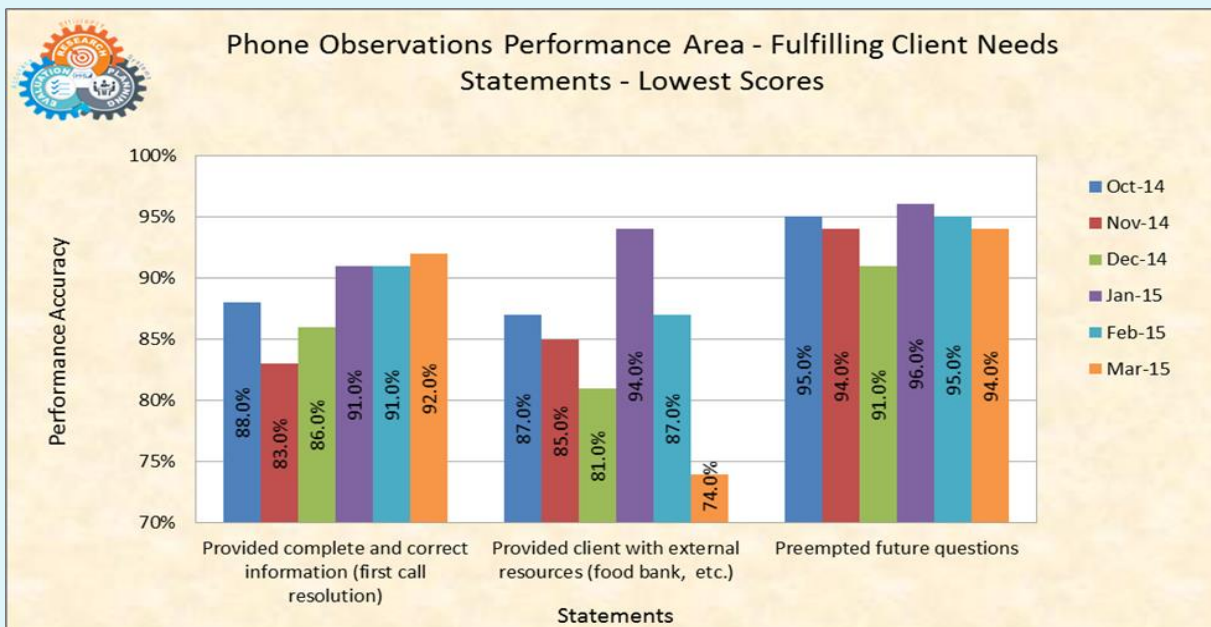Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

Goal Statement: Economic Assistance is well-qualified, trained, supervised and supported.

SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

Action Items:

Barriers:

SSW + SSW/T	February 2015 as of 2/1/2015			March 2015 as of 3/1/2015			April 2015 as of 4/1/2015		
Location	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA*	0	28	0.0%	0	28	0.0%	0	28	0.0%
Eastern Service Area EA*	1	45	2.2%	1	45	2.2%	1	45	2.2%
Northern Service Area EA*	0	23	0.0%	1	23	4.3%	1	23	4.3%
Southeast Service Area EA*	2	32	6.3%	1	33	3.0%	0	33	0.0%
Western Service Area EA*	0	20	0.0%	1	20	5.0%	0	20	0.0%
Local Office Total	*3*	*148*	*2.0%*	*4*	*149*	*2.7%*	*2*	*149*	*1.3%*
Fremont CSC	9	119	7.6%	8	119	6.7%	8	119	6.7%
Scottsbluff CSC	6	82	7.3%	8	82	9.8%	8	82	9.8%
Customer Service Center Total	*15*	*201*	*7.5%*	*16*	*201*	*8.0%*	*16*	*201*	*8.0%*
Total	**18**	**349**	**5.2%**	**20**	**350**	**5.7%**	**18**	**350**	**5.1%**

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state.